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UNIVERGE SV8100

MyCalls Enterprise Installation Manual

Version 1.2

Document History

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Initial Release

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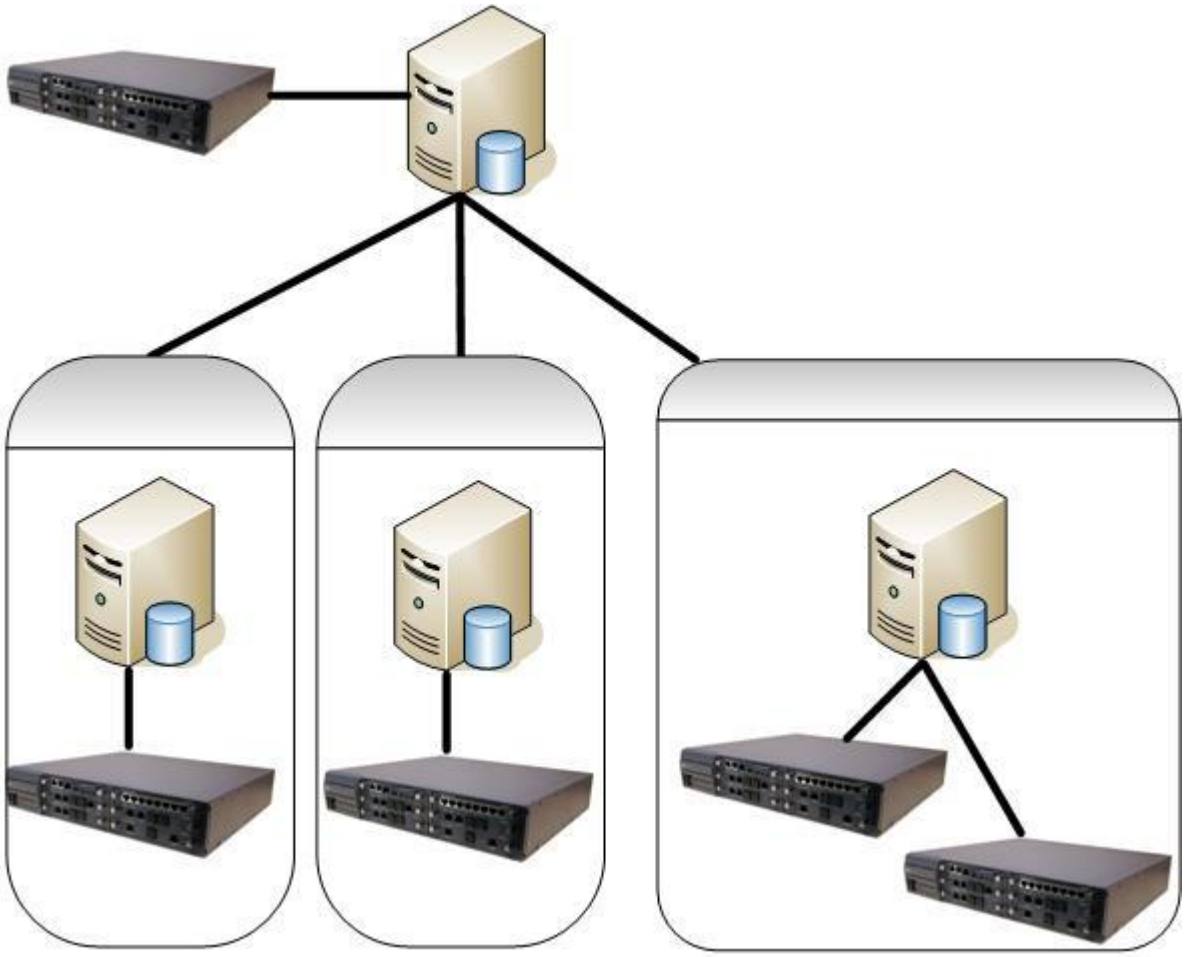
Description

MyCalls Enterprise can be used to provide a centralised call management solution for an organisation. This manual is intended to give an installer who has knowledge of MyCalls the ability to install MyCalls enterprise. MyCalls Enterprise works with the SV8100, Aspire and XN120 PBX. In an Enterprise installation a mixture of these different PBX's can be used. Different installation scenarios can be used for larger installation or for specific enterprise functionality. The installation scenarios are described further in this manual.



Requirements

Telephone System

An SV8100 PBX running version 4.00 system software or greater. If an Aspire or XN120 will be part of the enterprise then they will need to be run 7.60 system software or greater. An Ethernet connection to the SMDR and P command output will be required.

PC Specification

MyCalls Enterprise requires a dedicated PC to act as the MyCalls server. Depending on the number of PBX's configured in MyCalls will determine the number of PC's required for the installation. Further details are discussed in the Installation Scenario section of this manual.

Minimum Hardware Specification

Intel Core i3 Processor or above
2GB RAM
Min 20GB of available Hard Disk Space

Operating systems:

Windows XP Pro min SP2 – 32 BIT only
Windows Server 2003 SP2 – 32 BIT only
Windows Vista Business, Ultimate and Enterprise 32 BIT only
Windows 7 Professional, Ultimate and Enterprise 32 and 64 BIT
Windows Server 2008 – 32 and 64 BIT

MyCalls is also supported on Terminal Services and Hyper V running on a Windows 2008 server*

*Call playback is not supported via terminal services / Remote Desktop.

Data Storage

As MyCalls Enterprise can be dealing with large amounts of data, to cope with that, there are two methods in which data can be stored in MyCalls. You can either use SQL Express 2005 or SQL Server 2005. SQL Express 2005 is used by default with MyCalls and will allow up to 4GB of data to be stored in it. 4GB of data is approximately 16,000,000 call records. Once the storage limit has been reached it will be necessary to purge historic data from MyCalls.

SQL Server 2005 does not have any storage limits and can be used where you are required to store more than 16,000,000 call records. It can also be used if a customer has a SQL Server and asks for the MyCalls database to be installed on to it.

Note: SQL Server 2000 is not supported

Licensing

The license for an Enterprise installation will be firstly installed on an SV8100 that has been nominated as the SV8100 that will hold the license for the entire Enterprise. Any licenses relating to the MyCalls Enterprise software will have to be installed on the SV8100 that is holding the license. That will include any additional application users or call recording licenses. The PC that will act as the MyCalls enterprise server will read the license from the SV8100 holding the license for the enterprise. Once the license has been registered and installed on the enterprise server all of the other MyCalls clients and server will take their license from the enterprise server. Any SV8100 that exists in the enterprise will also require a license to allow SMDR and P Command output. Where Netlink is used, it is not considered as an Enterprise installation and does not require a MyCalls Enterprise license

The scenarios that are given below cover different possible enterprise configurations.

10 x SV8100's running MyCalls Call Manager connected using MyCalls Enterprise		
Qty	Part Number	Comment
10	EU000003 – MyCalls Call Manager	10 Call Managers required to allow reporting against the 10 SV8100's
9	EU000001 – MyCalls Basic	The 9 MyCalls basic licenses will allow SMDR and P Command output from each of the remote SV8100's.
1	EU000010 – MyCalls Enterprise	Allows the Call Manager licenses to be 'Enterprised' together

In the above scenario, the 10 Call Managers and 1 Enterprise license will be installed on the SV8100 that will hold the license for the entire enterprise license. Once these licenses have been installed on the SV8100, the MyCalls Enterprise Server PC will read the license from the SV8100, then register and install the license. The remaining 9 MyCalls Basic licenses should be installed on each of the other SV8100's that will be monitored. This will allow SMDR and P Command out of the other PBX's, these licenses should **not** read from the SV8100 and registered. If any call recorders are used, again the licenses should be installed on the SV8100 holding the license for the enterprise.

7 x SV8100's running MyCalls Call Manager 3 x SV8100 using MyCalls Call Centre all SV8100's are connected using MyCalls Enterprise		
Qty	Part Number	Comment
7	EU000003 – MyCalls Call Manager	7 Call Managers required to allow reporting against the 7 SV8100's
1	EU000012 – EU000017 – Various Call Centre Packages.	1 Call Centre package is required for this configuration. This should have enough agents for the entire enterprise. With MyCalls enterprise, multiple call centre packages should not be installed else MyCalls will stop working.
1	EU000010 – MyCalls Enterprise	Allows the MyCalls packages to be 'Enterprised' together
9	EU000001 – MyCalls Basic	The 9 MyCalls basic licenses will allow SMDR and P Command output from each of the remote SV8100's.

In this scenario, the call manager licenses and Call Centre licenses are all installed on the Main SV8100 that will hold the license for the enterprise. Note, only one call centre packages should be purchased that will have the correct number of agents that exist in the enterprise. Each of the remote PBX's should have the MyCalls basic license installed on them and they should not be registered. Details of how to install the licenses are available in the SV8100 MyCalls Installation Manual.

Installation Scenarios

There are many different configurations that can be used in an enterprise environment. These different configurations are shown in the following section of this manual.

An SV8100 has two types of information that MyCalls needs in order to function, Port Commands (Referred to as P Commands or P Events) and SMDR. A P Command is output each time a call is presented to the PBX or each time an extensions status changes. A standard call will generate around 10 P commands. It is therefore not recommended to directly connect more than 10 SV8100's or to a single PC. If there is a requirement to connect more than 10 SV8100's into a MyCalls Enterprise network then clustering should be used. Clustering can send a unified version of the P commands and SMDR output to a MyCalls Server.

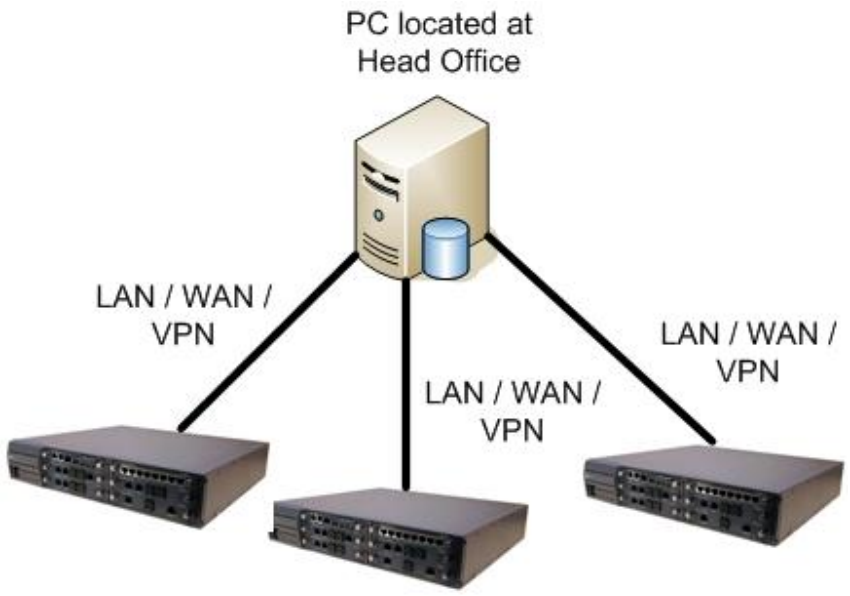
Call recording can be used with any of the following scenarios and will always need a local PC to record calls on to. Calls can be played back from a central location or client over a network. Call recording licenses should be installed on the SV8100 holding the license for the Enterprise.

The S8100 MyCalls Enterprise software can also work with the Aspire and XN120 PBX. If any Aspires or XN120's are to become part of the enterprise then they have to be added in manually using the Collector Configuration Application. It is not possible to use the Config import tool to add XN120's or Aspire's.

Scenario 1 – A Central MyCalls PC Colleting from Multiple PBX's

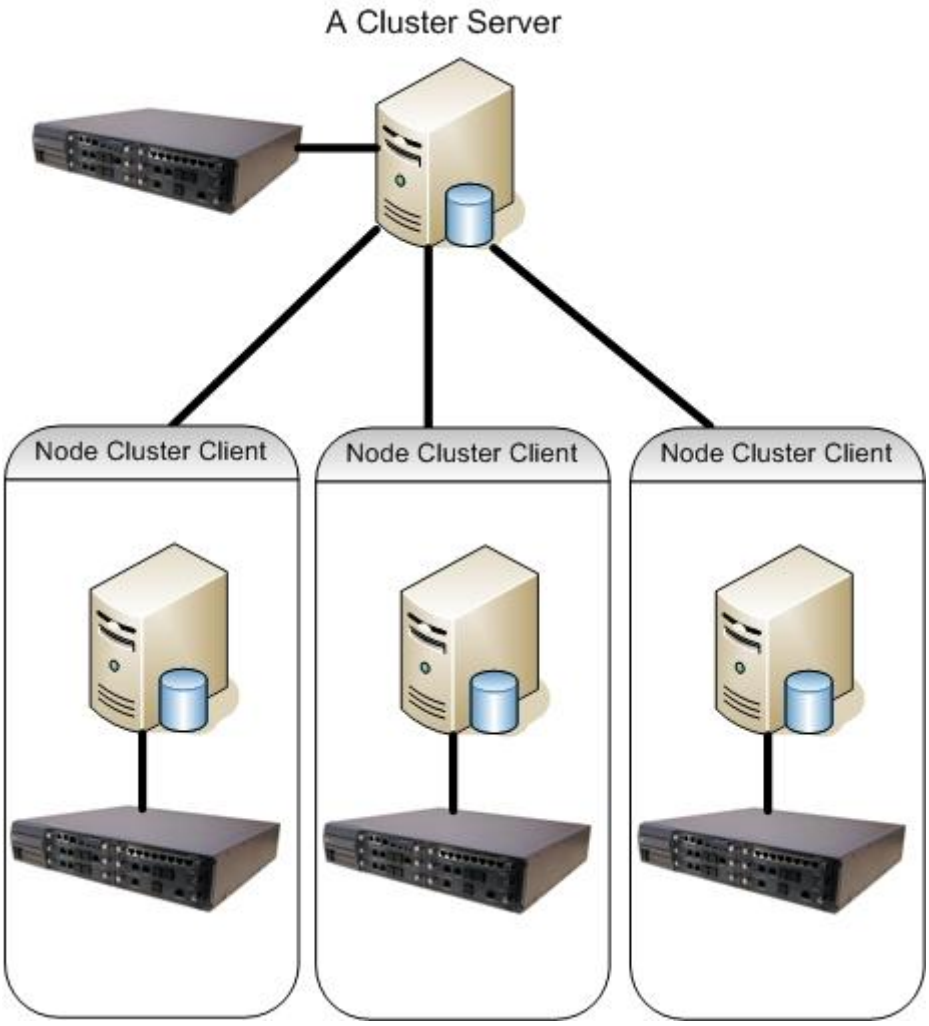
There is a Central PC running MyCalls at a head office and all the P commands and SMDR are sent directly over the network to the MyCalls server PC. This is only suitable for connecting up to 10 SV8100's to a single PC. If a link between the remote sites goes down then there is a possibility that data will be lost until the link is restored.

MyCalls clients can be installed on the network to give users access to real time screens and reports. Any user in MyCalls will be able to report against any PBX.



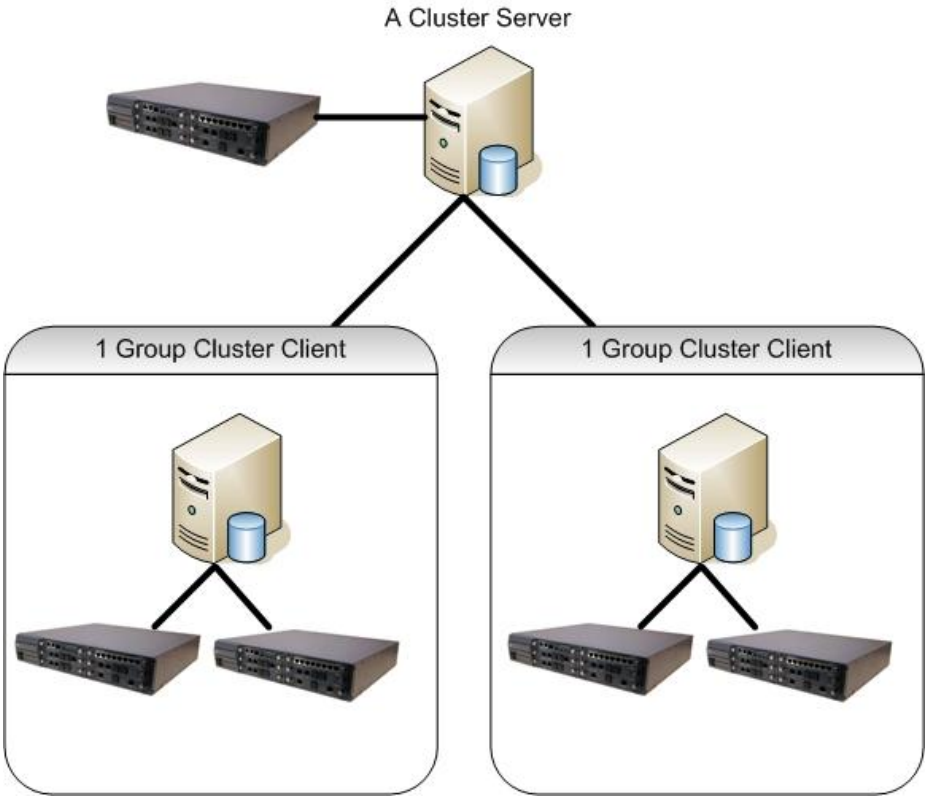
Scenario 2 – Clustered Installation with a Cluster server and Node Cluster Clients

In this scenario, a PC is elected as a Cluster Server. This is the PC that holds the configuration and call records database for all the sites. The Cluster server also holds the license for the entire enterprise. Node cluster clients are PC's that are responsible for gathering data from a PBX and then feeding that information back to a cluster server. Working in a clustered environment will allow a Cluster Server to report against all PBX's in the enterprise and will allow Node cluster clients to report only against the PBX connected to it. Each node cluster client will have the ability to run reports and view real time information for its local PBX only. The cluster server will not be able to view real time information for each PBX in the enterprise.



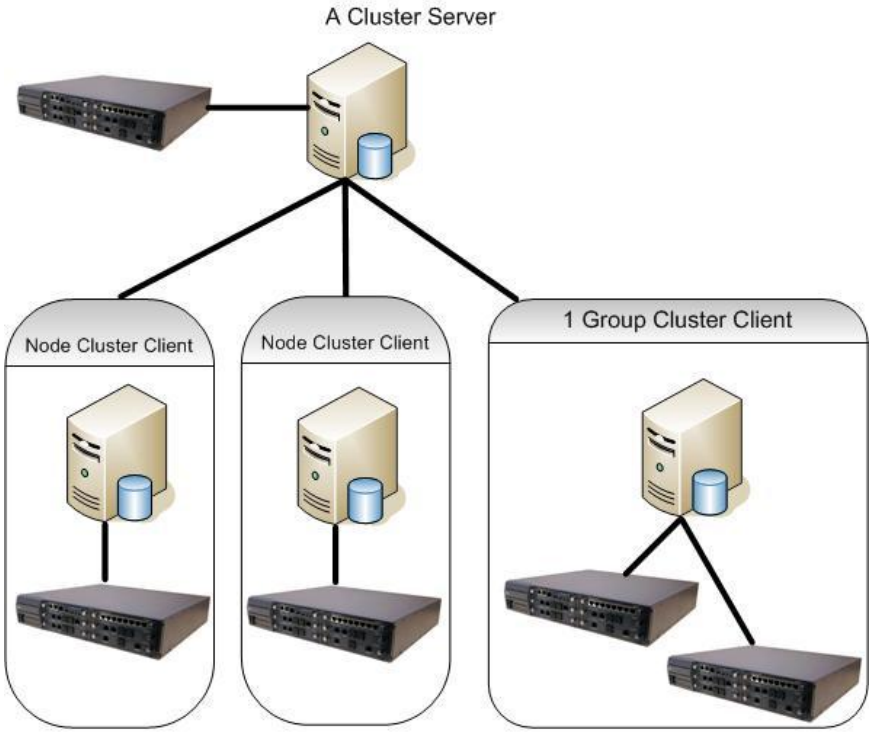
Scenario 3 – Clustered Install with Group Cluster Clients

In this scenario there is a cluster server which stores the configuration and call records for the entire enterprise. There are also PC's that act as Group Cluster Client's. A Group Cluster Client can collect from up to 10 SV8100'sw and feed back call information to a cluster server. The group cluster client can display real time statistics for all PBX's it is connected to. MyCalls clients can be installed within the group cluster for reporting. There is no real limit on the number of group cluster servers that can exist within an Enterprise.



Scenario 4. A Cluster Server with Node Cluster Clients and Group Cluster Clients.

This scenario is a combination of both clustering methods used in scenario 2 & 3. There is a Cluster server which is responsible for holding the central MyCalls database. There are then a combination of node cluster client and group cluster clients.



Installation Procedures

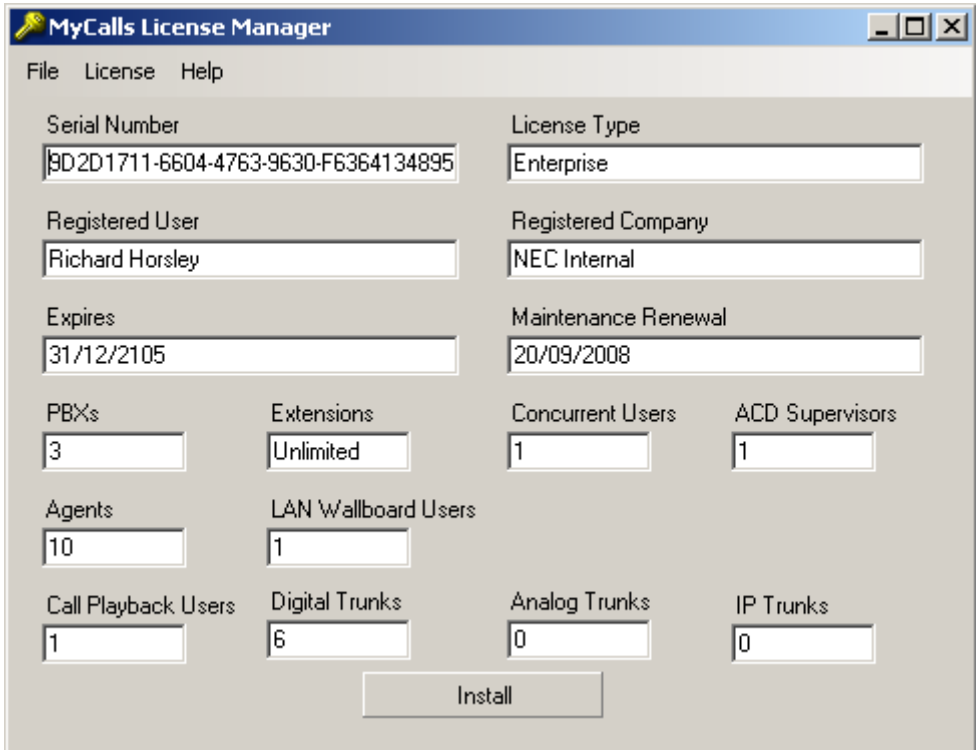
The following section describes the installation procedures for the different enterprise solutions. Each of the following scenarios can be installed using SQL Express 2005 or SQL 2005. Further information on installing MyCalls with SQL 2005 is documented in the Installing MyCalls with SQL 2005 section of this manual. These instructions work on the assumption that only SV8100's are used in the installation. Instructions for adding in different PBX's into the installation are available in the 'Collector Configuration Application' section of this manual.

Scenario 1 – Single MyCalls PC, Multiple PBX's with SQL Express 2005.

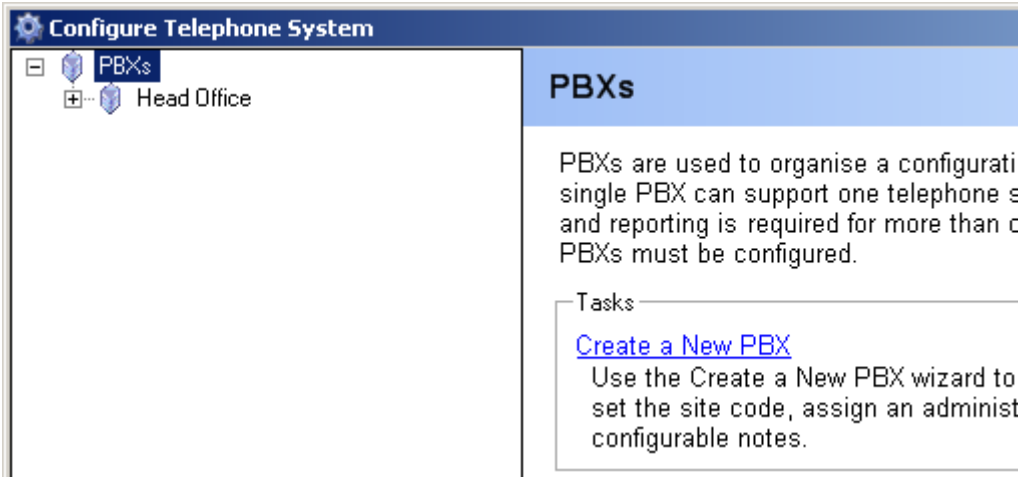
The steps to installing this scenario are summarised as follows:

- Make sure that all of the SV8100's in the Enterprise are programmed for MyCalls. Refer to the MyCalls Installation guide for further details.
- Carry out a complete installation on the MyCalls Server PC.
- Install the MyCalls Enterprise license on the SV8100 that will hold the license.
- On the MyCalls Server PC, read the license from the SV8100 holding the Enterprise license and register it.
- Install the license that will enable SMDR and P Commands on all of the other SV8100's that are part of the enterprise.
- Do the config import for the 1st site.
- Add the additional PBX's into MyCalls.
- Do the config import for each PBX.

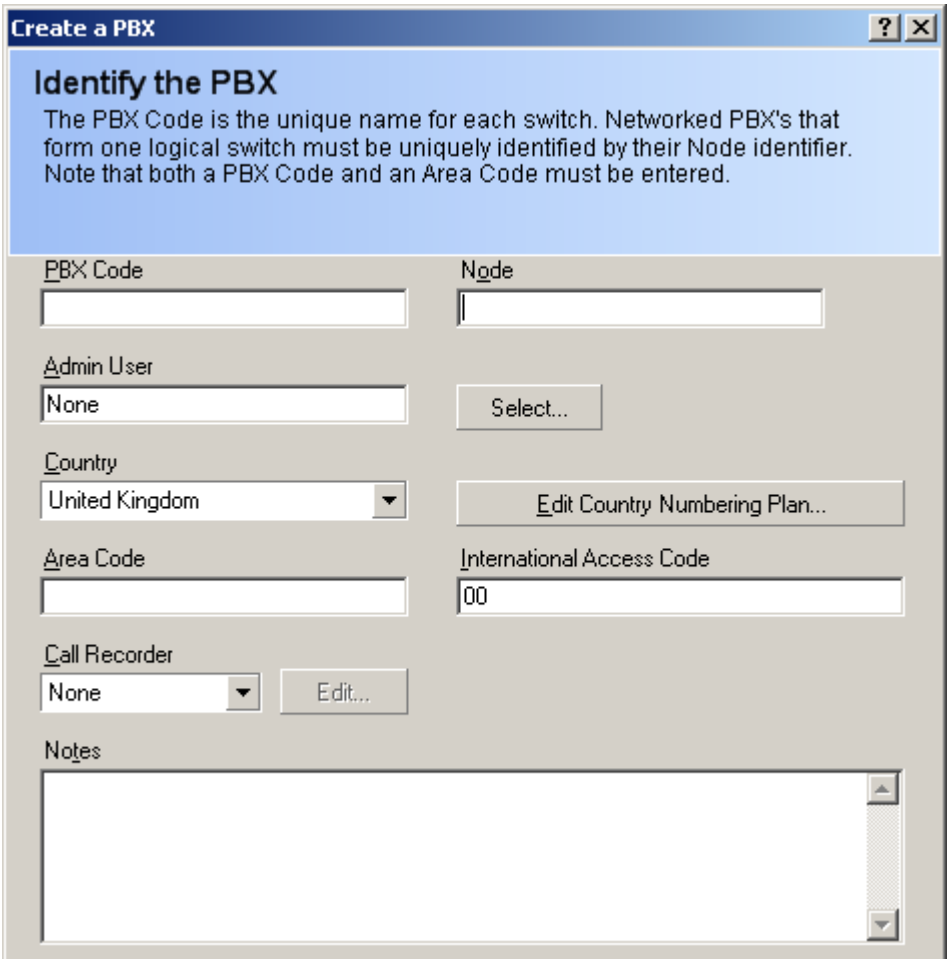
When the license is read from the SV8100, the number of PBX's will reflect the number of SV8100's that will be monitored. The license will then need to be installed and registered.



Once the license has been installed and the Config import has been completed for the first PBX, login to MyCalls as an Enterprise Administrator. From the Configure menu, select Telephone System. Click Create a New PBX.

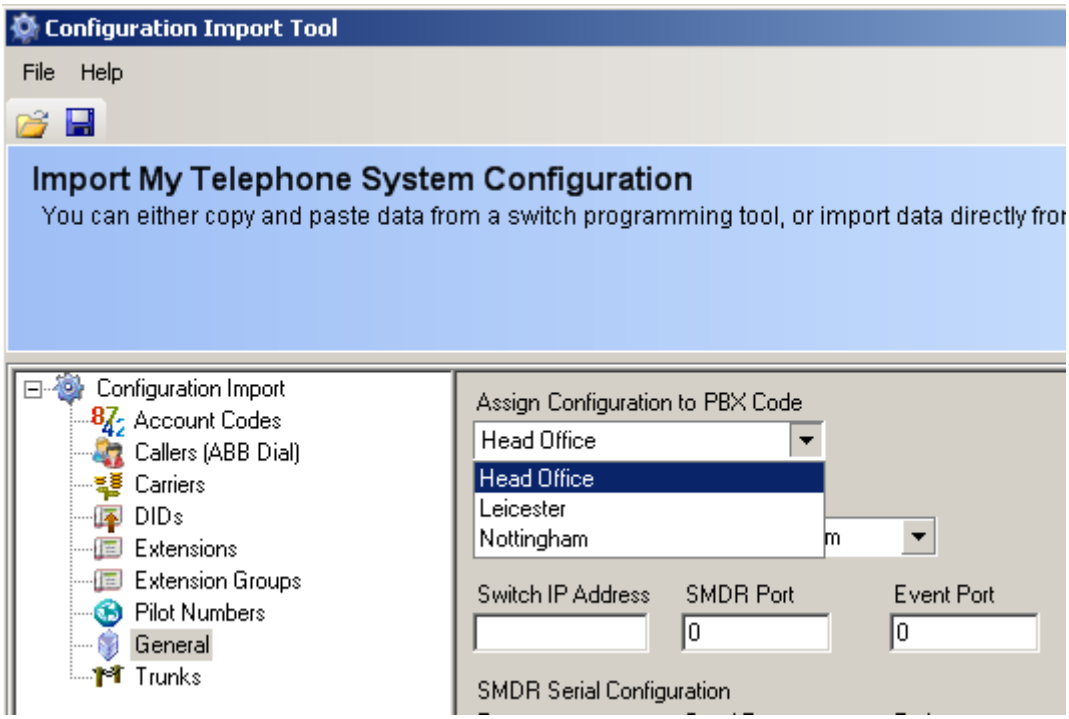

Configure Telephone System
PBXs
Head Office
PBXs
PBXs are used to organise a configurati
single PBX can support one telephone s
and reporting is required for more than c
PBXs must be configured.
Tasks
Create a New PBX
Use the Create a New PBX wizard to
set the site code, assign an administ
configurable notes.

Enter a name of the PBX in the PBX code box, set the Country, the Area code and the International Access code as required. Enter a node number, each PBX must have a unique node number with the Enterprise. Once you have entered all the details, click OK.



Repeat this procedure for each PBX that will be added into MyCalls.

Once each PBX has been added, start the config import tool. In the config import, select the general page and from the 'Assign Configuration to PBX Code' drop down menu, select the PBX you are going to do the import for. After selecting the correct PBX, complete the import procedure, adding the extensions, DDI's and trunks as required.



Repeat this procedure for each SV8100 that will exist within the Enterprise. To add other PBX's in, refer to the 'Collector Configuration Application' section of this manual.

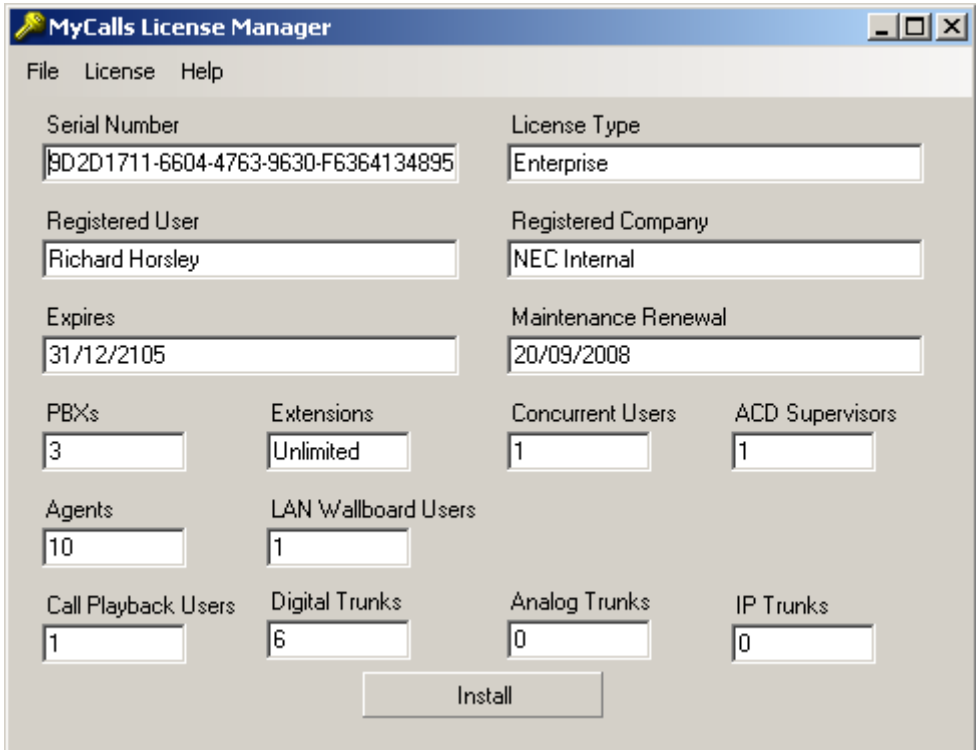
Scenario 2 – Clustered Installation with a Cluster Server and Node Cluster Clients

The steps to installing this scenario are summarised as follows:

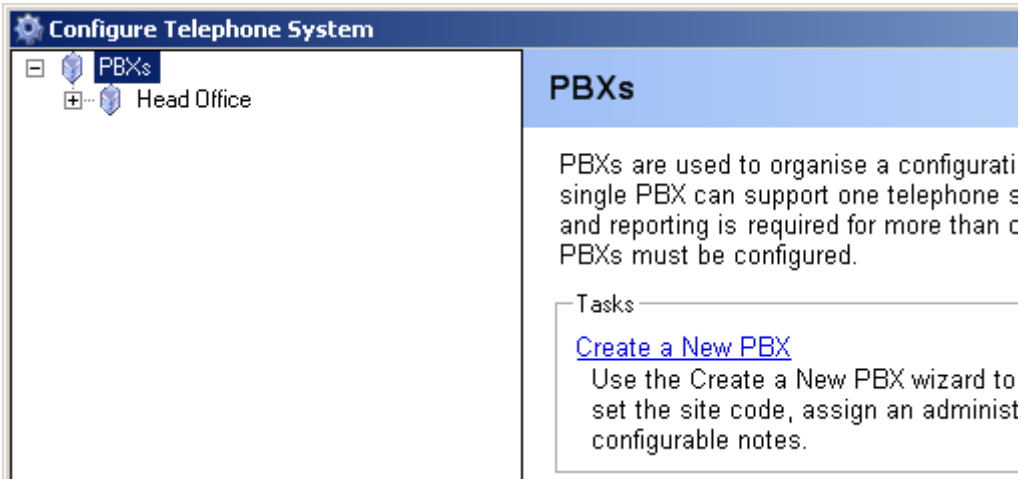
- Make sure that all the PBX's are programmed for MyCalls. Refer to the MyCalls Installation guide for further details.
- Install MyCalls and Elect the Cluster Server.
- Install the MyCalls Enterprise license on the SV8100 that will hold the license.
- On the MyCalls Cluster Server, read the license from the SV8100 holding the Enterprise license and register it.
- Install the license that will enable SMDR and P Commands on all of the other SV8100's that are part of the enterprise.
- Configure and add node cluster clients as required
- Do the config import for each node cluster client

Installing MyCalls

Once the PBX has been programmed for SMDR output, you should start the MyCalls installation as normal and carry out a complete installation of MyCalls. Once the installation has completed, carry out the configuration import for the first PBX as normal. Use the license manager to read the license from the SV8100 and check the number of PBX's are correct. The license will then need to be installed and registered.



Load MyCalls, from the Configure menu, select Telephone System. Click Create a New PBX.


Configure Telephone System
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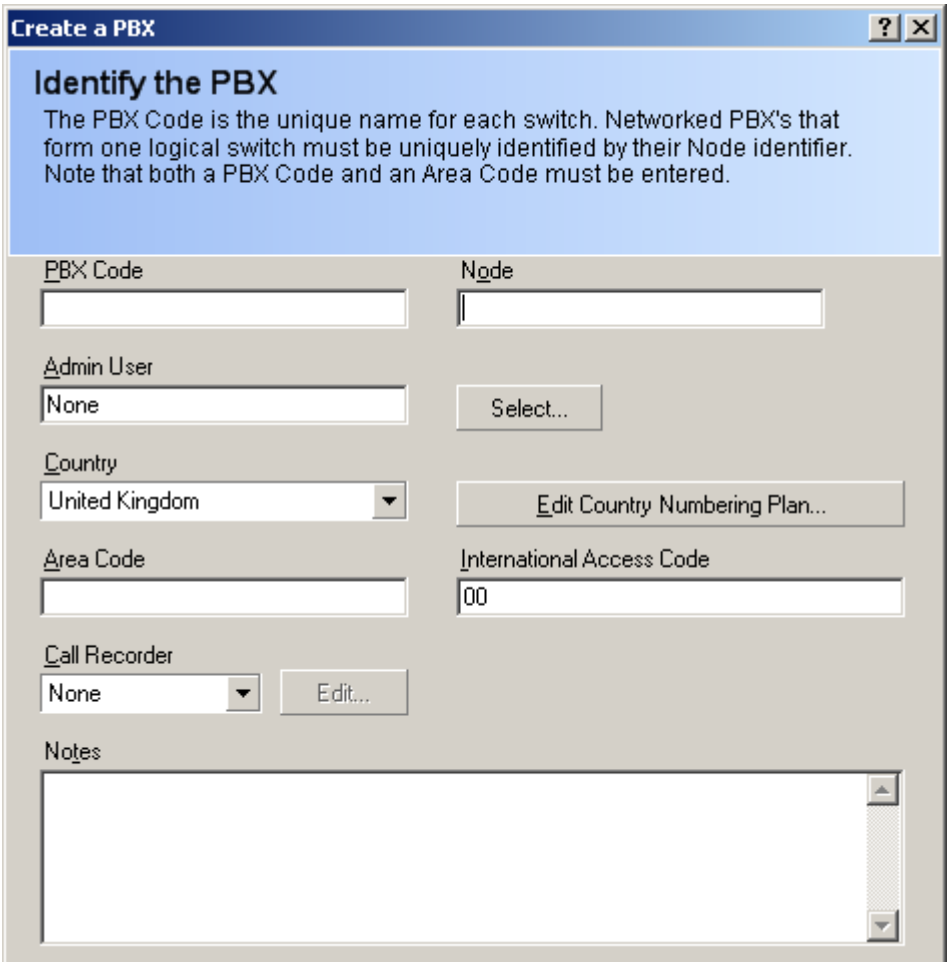
Tasks
Create a New PBX
Use the Create a New PBX wizard to
set the site code, assign an administ
configurable notes.

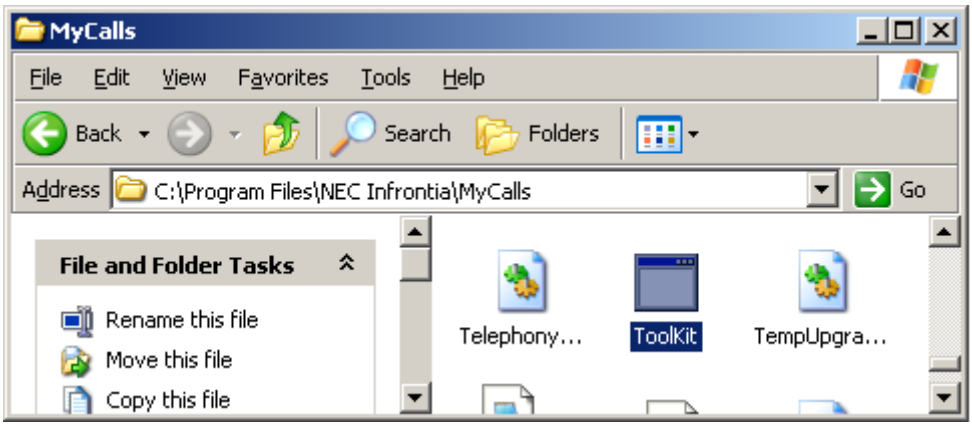
Enter a name of the PBX in the PBX code box, set the Country, the Area code and the International Access code as required. Enter a node number, each PBX must have a unique node number with the Enterprise. Once you have entered all the details, click OK.



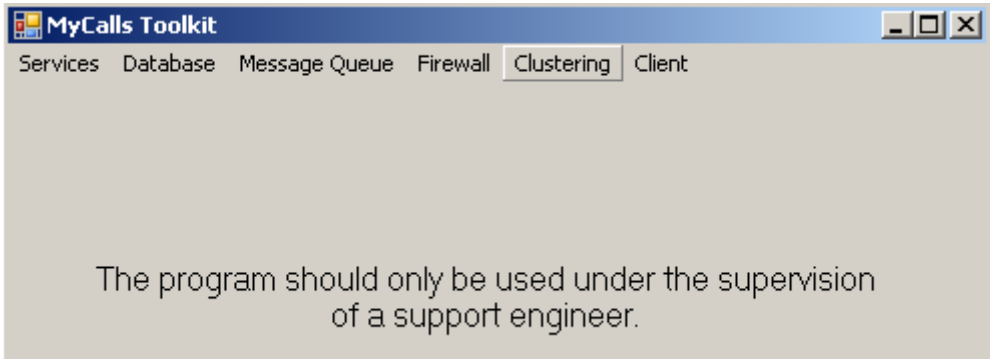
Repeat this procedure for each PBX that will be added into MyCalls.

Elect the Cluster Server

Start the toolkit.exe application from the c:\program files\NEC Infrontia\MyCalls folder

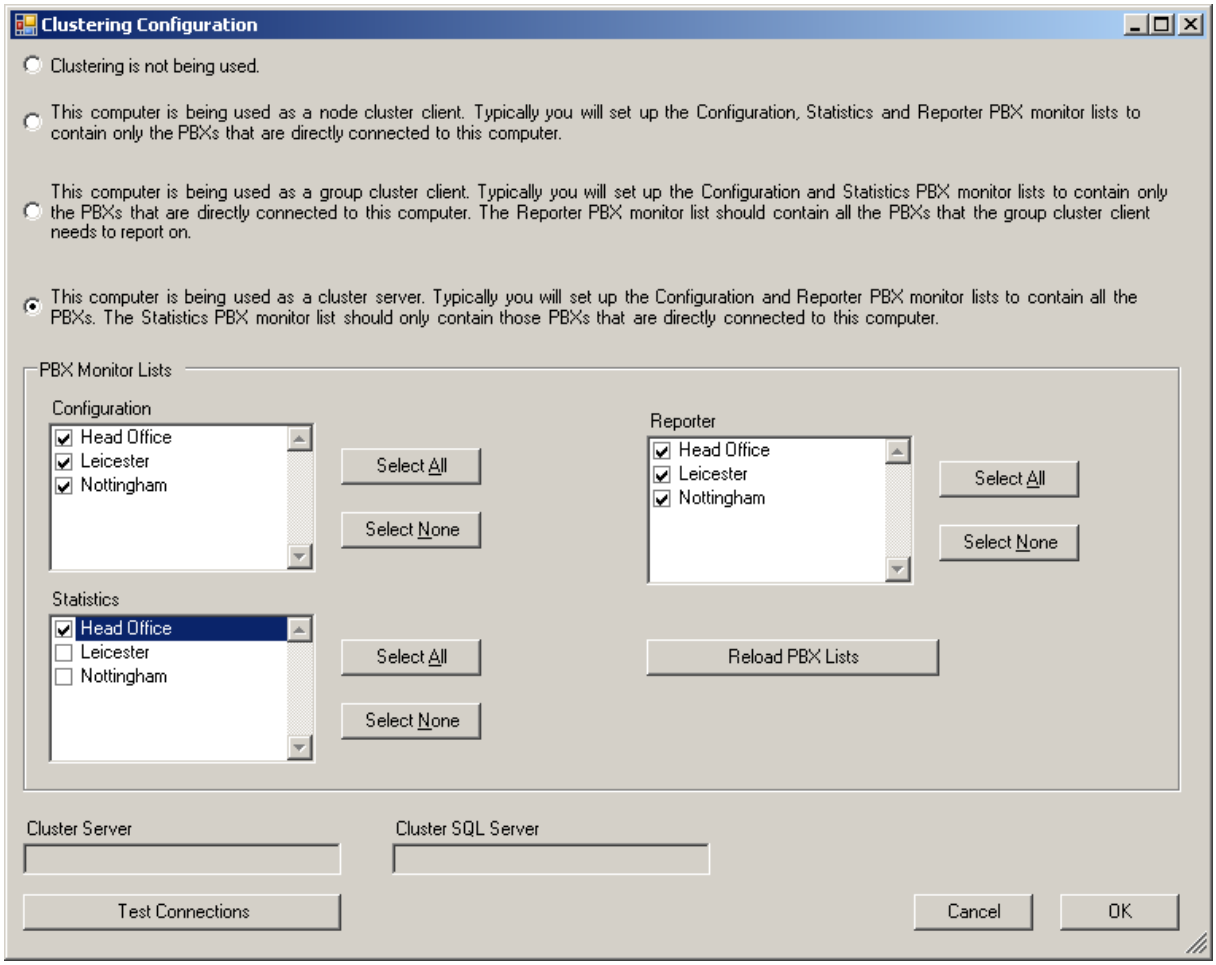


The toolkit application will load.

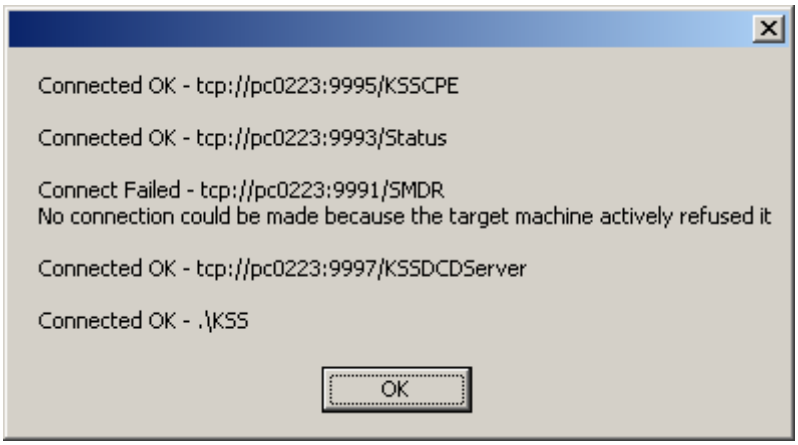

MyCalls Toolkit
Services Database Message Queue Firewall Clustering Client
The program should only be used under the supervision
of a support engineer.

From the toolkit, click the clustering menu.

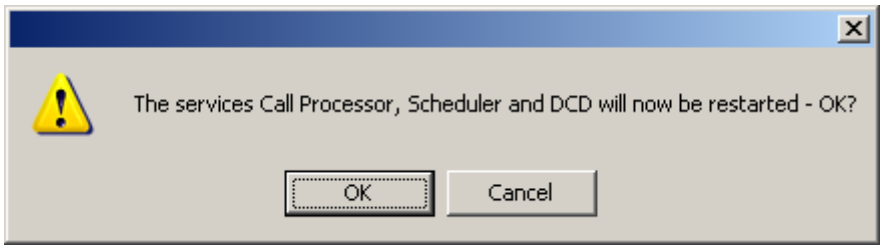
Now select the ‘This computer is being used as a cluster server’ option. Once you have selected to be a cluster server, select all the PBX’s in the configuration and reporter boxes. In the Statistics box, ONLY select the PBX’s that are directly connected to the cluster server. DO NOT select statistics for any of the node cluster clients PBX’s.


Clustering Configuration
Clustering is not being used.
This computer is being used as a node cluster client. Typically you will set up the Configuration, Statistics and Reporter PBX monitor lists to contain only the PBXs that are directly connected to this computer.
This computer is being used as a group cluster client. Typically you will set up the Configuration and Statistics PBX monitor lists to contain only the PBXs that are directly connected to this computer. The Reporter PBX monitor list should contain all the PBXs that the group cluster client needs to report on.
This computer is being used as a cluster server. Typically you will set up the Configuration and Reporter PBX monitor lists to contain all the PBXs. The Statistics PBX monitor list should only contain those PBXs that are directly connected to this computer.
PBX Monitor Lists
Configuration
Head Office
Leicester
Nottingham
Select All
Select None
Reporter
Head Office
Leicester
Nottingham
Select All
Select None
Statistics
Head Office
Leicester
Nottingham
Select All
Select None
Reload PBX Lists
Cluster Server
Cluster SQL Server
Test Connections
Cancel
OK

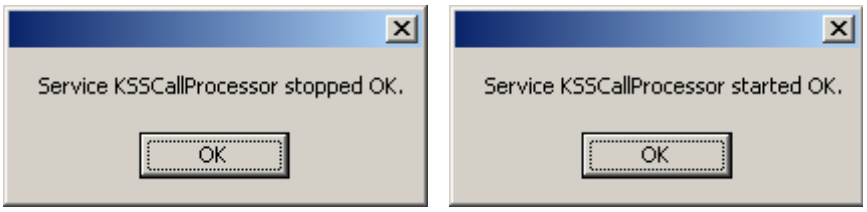
Click the 'Test Connections' button and the cluster configuration will verify it can connect to its own services. It is usual for the SMDR connection to fail, click OK to close the test connections window.


Connected OK - tcp://pc0223:9995/KSSCPE
Connected OK - tcp://pc0223:9993/Status
Connect Failed - tcp://pc0223:9991/SMDR
No connection could be made because the target machine actively refused it
Connected OK - tcp://pc0223:9997/KSSDCDServer
Connected OK - .\KSS
OK

At the Clustering Configuration screen click ok to apply the changes. MyCalls will need to restart its services, click OK to continue.



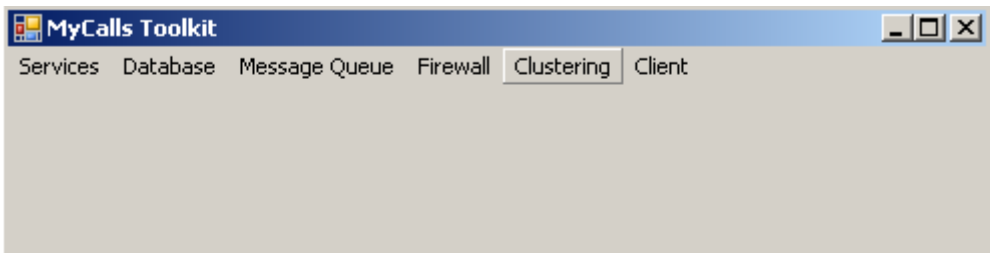
Each of the MyCalls services will all stop and then start. Click OK at each prompt.



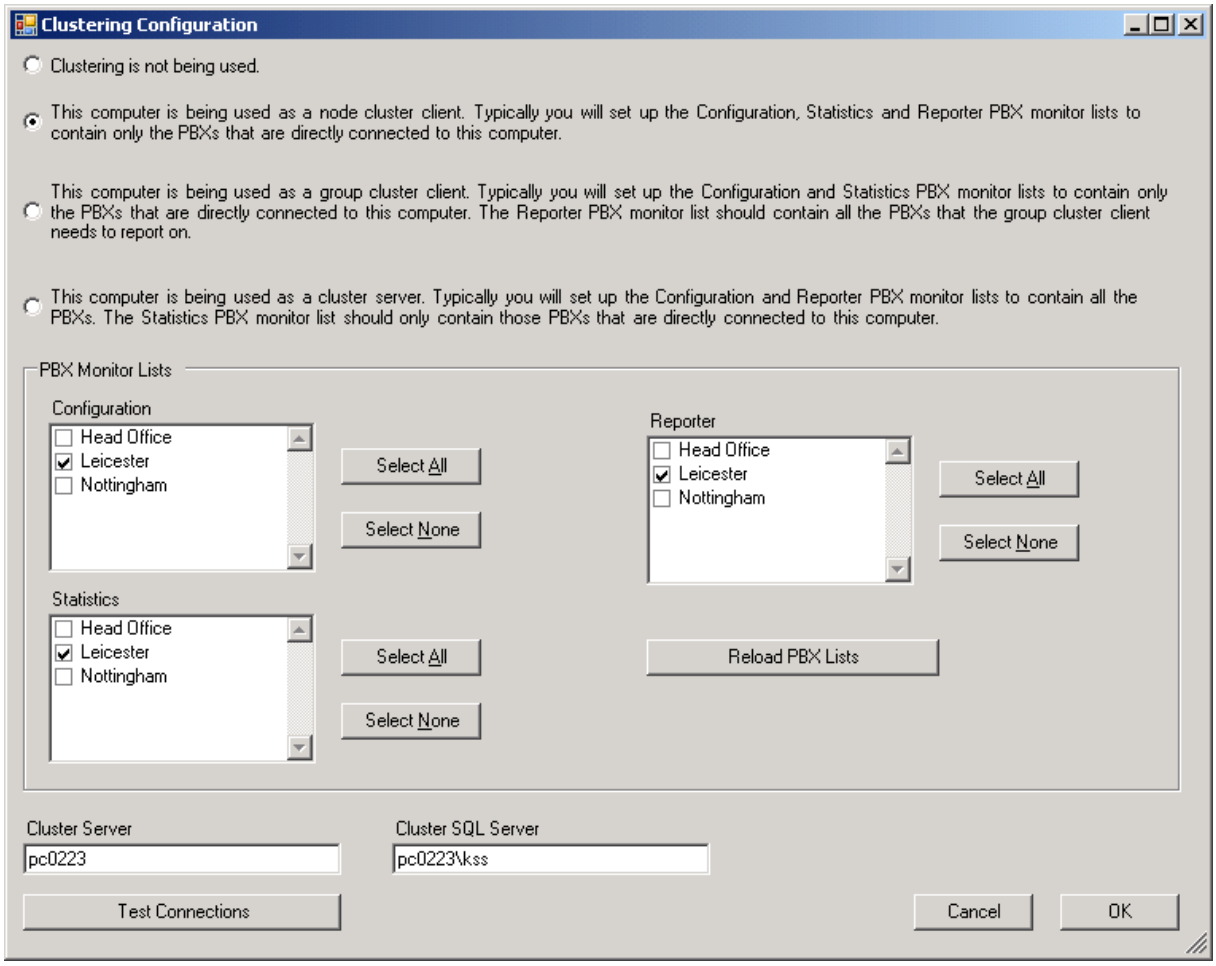
Once the services have all started up, you have elected the cluster server.

Install and Configure Node Cluster Clients

Repeat the installation procedure of MyCalls, carrying out a complete installation. Be sure to enter the correct PBX information when prompted. Once the installation has completed, DO NOT do a config import, instead start the toolkit application from the c:\program files\NEC Infrontia\MyCalls folder.

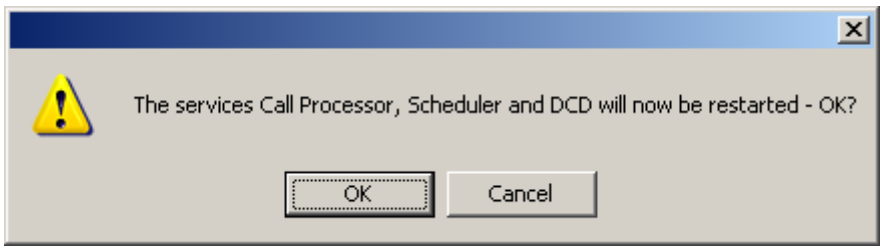


In the toolkit click Clustering. In the upper section of the Clustering Configuration select 'This computer is being used as a node cluster client.' At the lower section on the configuration screen, enter the name of the PC acting as the cluster server in the 'Cluster Server' box. In the Cluster SQL Server box, enter the name of the PC that is hosting the MyCalls database followed by \kss. Once these three options have been configured, you can click 'Test Connections' to verify the configuration. All items should pass the test apart from the two SMDR tests.

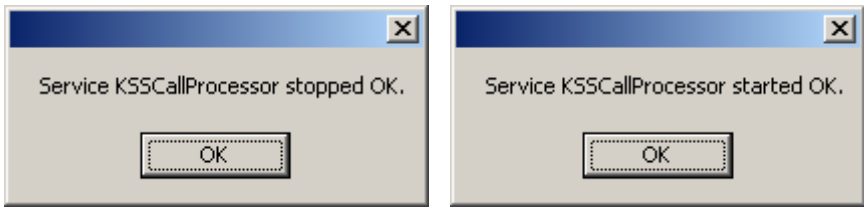

Clustering Configuration
Clustering is not being used.
This computer is being used as a node cluster client. Typically you will set up the Configuration, Statistics and Reporter PBX monitor lists to contain only the PBXs that are directly connected to this computer.
This computer is being used as a group cluster client. Typically you will set up the Configuration and Statistics PBX monitor lists to contain only the PBXs that are directly connected to this computer. The Reporter PBX monitor list should contain all the PBXs that the group cluster client needs to report on.
This computer is being used as a cluster server. Typically you will set up the Configuration and Reporter PBX monitor lists to contain all the PBXs. The Statistics PBX monitor list should only contain those PBXs that are directly connected to this computer.
PBX Monitor Lists
Configuration
Head Office
Leicester
Nottingham
Select All
Select None
Reporter
Head Office
Leicester
Nottingham
Select All
Select None
Statistics
Head Office
Leicester
Nottingham
Select All
Select None
Reload PBX Lists
Cluster Server
pc0223
Cluster SQL Server
pc0223\kss
Test Connections
Cancel
OK

Once you have selected to be a node cluster client, entered the cluster server name and the cluster SQL server, click the 'Reload PBX Lists.' Select the PBX that will be associated with this node cluster client and click OK.

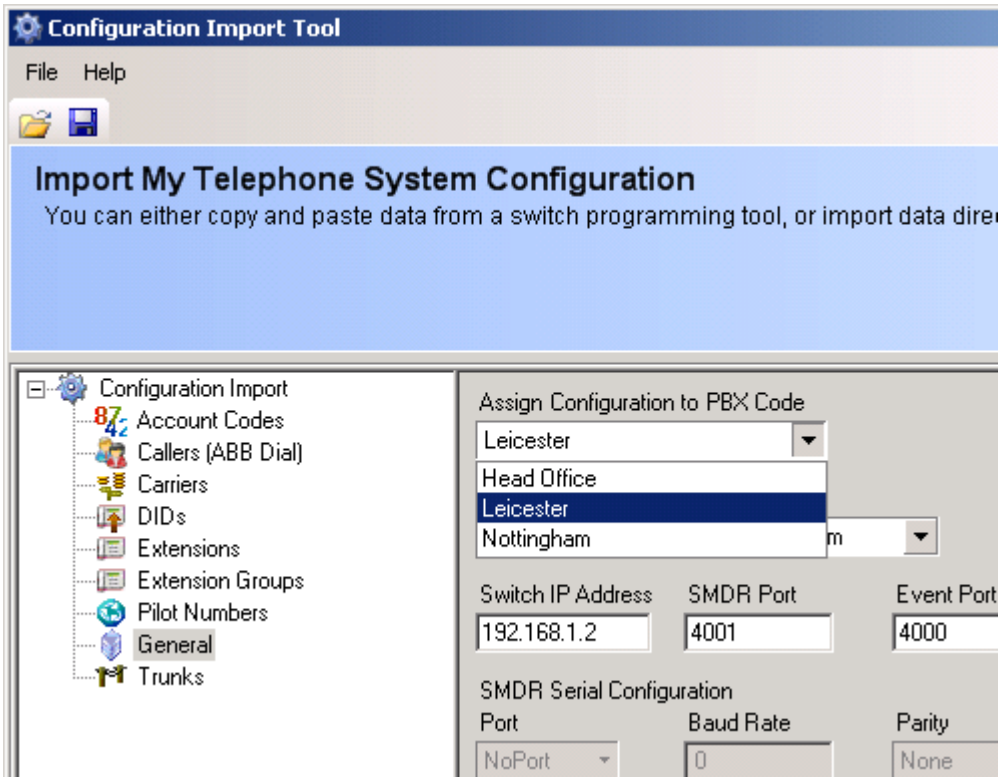
At the Clustering Configuration screen click ok to apply the changes. MyCalls will need to restart its services, click OK to continue.



Each of the MyCalls services will all stop and then start. Click OK at each prompt.



The PC is now configured as a node cluster client. Do the config import for the PBX you selected in the node cluster configuration. Be sure to select the correct PBX in the General page before importing the config.



Once the config has been imported, you can login to MyCalls and the node cluster client installation is completed. This procedure can be repeated for each node cluster client that will exist in the enterprise.

Scenario 3 – Clustered Install with Group Cluster Clients

The steps for this installation scenario are summarised as follows

- Make sure that all the PBX's are programmed for MyCalls. Refer to the MyCalls Installation guide for further details.
- Install MyCalls and Elect the Cluster Server.
- Install the MyCalls Enterprise license on the SV8100 that will hold the license.
- On the MyCalls Cluster Server, read the license from the SV8100 holding the Enterprise license and register it.
- Install the license that will enable SMDR and P Commands on all of the other SV8100's that are part of the enterprise.
- Carry out a complete installation on the Group Cluster Client PC and configure it as a Group Cluster Client PC.
- Do the config import for each of the PBX's in the group cluster client.

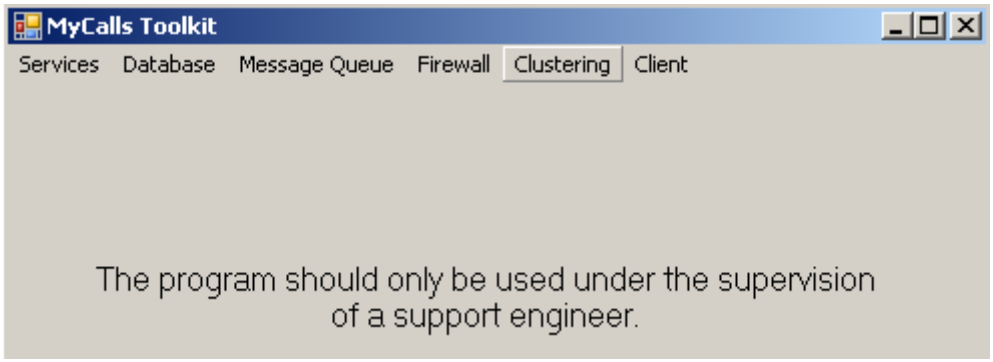
Install MyCalls and Elect the Cluster Server

Follow the instructions from scenario 2 for installing MyCalls and electing the cluster server. Once you have elected the Cluster Server, you can do the config import for the PBX connected to the Cluster Server. Before installing and configuring the Group Cluster Clients, make sure you install the Enterprise license.

Install and Configure Group Cluster Clients

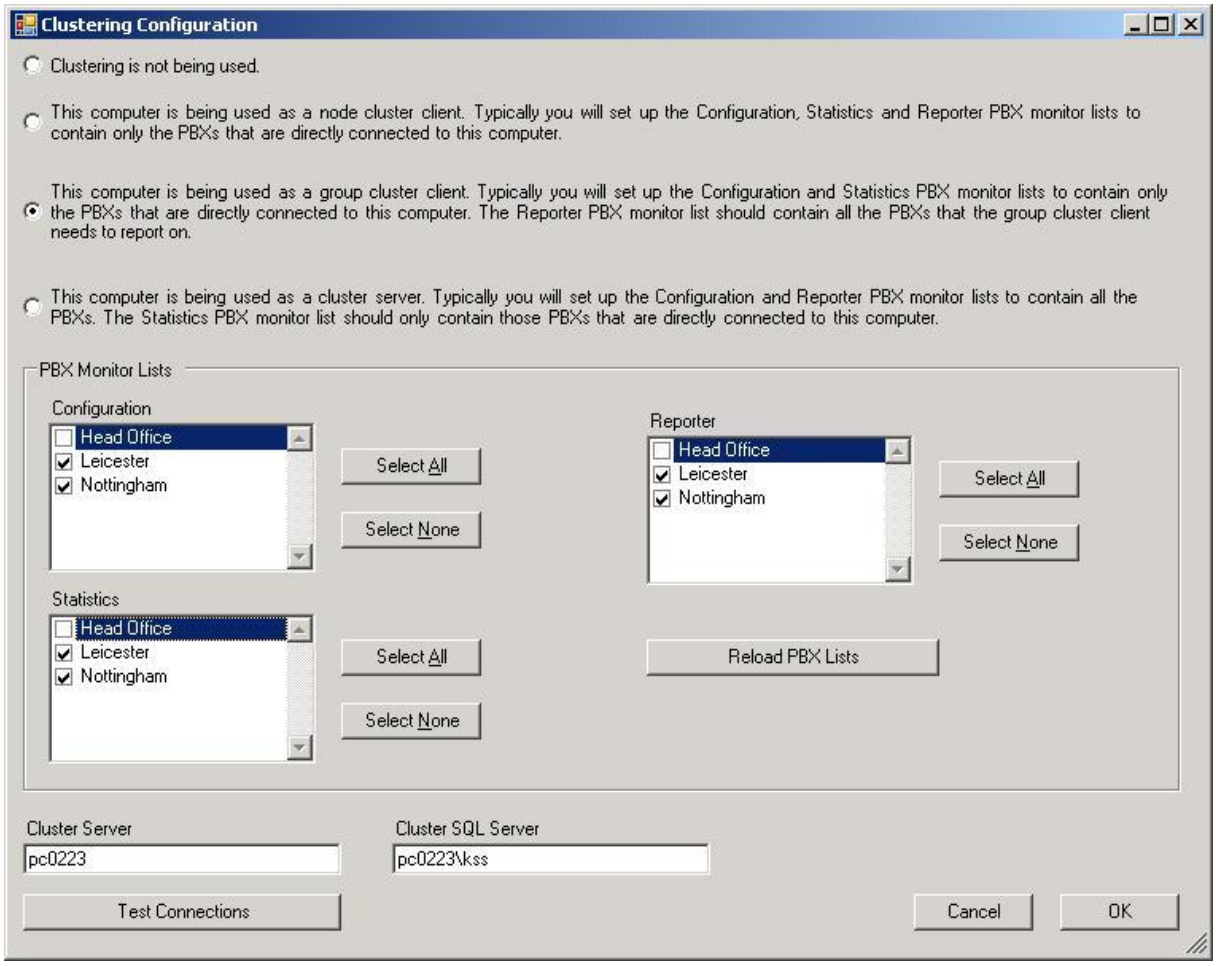
Again this procedure is similar to that from scenario 2. On the Group Cluster Client PC, firstly carry out a complete installation of MyCalls. Once the installation has completed, start the toolkit application from the C:\Program Files\NEC Infrontia\MyCalls folder.

The toolkit application will load.

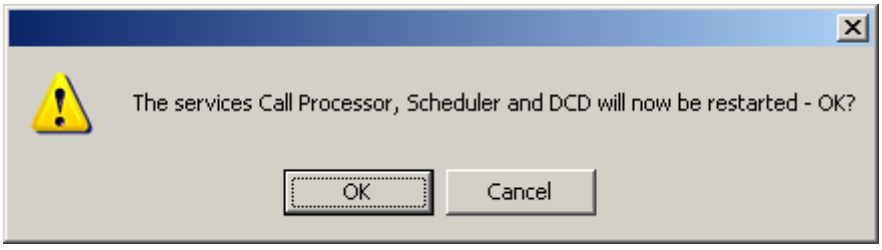


From the toolkit, click the clustering menu. From the Clustering configuration screen select 'This Computer is being used as a group cluster client.' At the lower section of the configuration screen, enter the name of the Cluster Server PC in the Cluster Server box. In the Cluster SQL Server box, enter the Cluster Server PC followed by \KSS. Once you have entered the Cluster Server and the Cluster SQL Server you can click Test Connections to verify the connection to the Cluster Server. It is usual for the SDMR connection to fail.

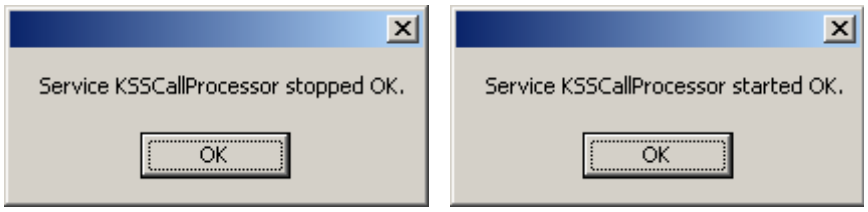
In the PBX Monitor Lists, select configuration for each PBX in the group cluster client. In the Statistics box select statistics for each PBX you will want to create real-time windows for. In Reporter, select each PBX in the Group Cluster that you will want to run reports for.


Clustering Configuration
Clustering is not being used.
This computer is being used as a node cluster client. Typically you will set up the Configuration, Statistics and Reporter PBX monitor lists to contain only the PBXs that are directly connected to this computer.
This computer is being used as a group cluster client. Typically you will set up the Configuration and Statistics PBX monitor lists to contain only the PBXs that are directly connected to this computer. The Reporter PBX monitor list should contain all the PBXs that the group cluster client needs to report on.
This computer is being used as a cluster server. Typically you will set up the Configuration and Reporter PBX monitor lists to contain all the PBXs. The Statistics PBX monitor list should only contain those PBXs that are directly connected to this computer.
PBX Monitor Lists
Configuration
Head Office
Leicester
Nottingham
Select All
Select None
Reporter
Head Office
Leicester
Nottingham
Select All
Select None
Statistics
Head Office
Leicester
Nottingham
Select All
Select None
Reload PBX Lists
Cluster Server
pc0223
Cluster SQL Server
pc0223\kss
Test Connections
Cancel
OK

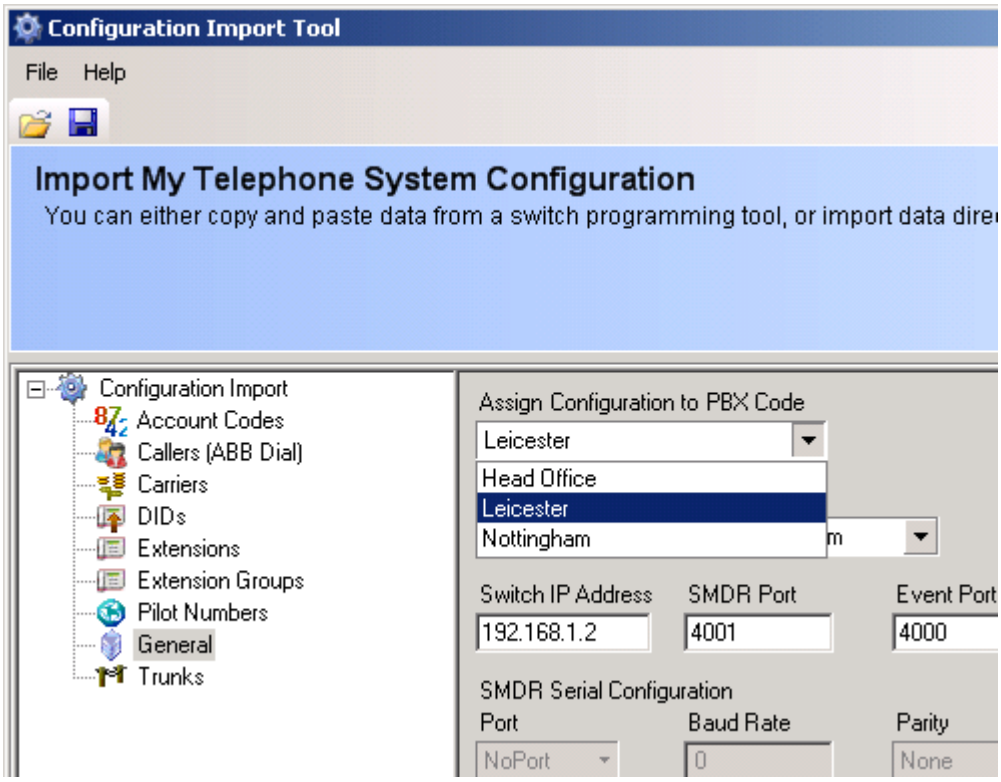
At the Clustering Configuration screen click ok to apply the changes. MyCalls will need to restart its services, click OK to continue.



Each of the MyCalls services will all stop and then start. Click OK at each prompt.



The group cluster client in now configured. Ensuring that each PBX is configured, carry out the configuration import for each PBX. Before you start the configuration import, make sure the correct PBX is selected in the general page.



Scenario 4 - A Cluster Server with Node Cluster Clients and Group Cluster Clients.

This scenario is a combination of Scenario 2 and 3, the installation steps are summarised as follows.

- Install and Elect the Cluster Server
- Install the MyCalls Enterprise license on the SV8100 that will hold the license.
- On the MyCalls Cluster Server, read the license from the SV8100 holding the Enterprise license and register it.
- Install the license that will enable SMDR and P Commands on all of the other SV8100's that are part of the enterprise.
- Do the config import for the PBX connected to the Cluster Server
- Install and configure node cluster clients
- Do the config import for node cluster clients
- Install and configure group cluster clients
- Do the config import for the group cluster clients

To install MyCalls Enterprise in this way follow instructions from scenario 2, this will have MyCalls installed and node cluster clients working. Then follow the instructions 'Install and Configure Group Cluster Clients' from the installation instruction from scenario 3.

Scenario 5 – Netlink installation

A Netlink installation will look like one PBX to MyCalls. The license is slightly different to a normal enterprise licensing rules. A MyCalls Call Manager or MyCalls Call Centre license should be installed and then a Netlink node license for each secondary Netlink PBX. If the secondary Netlink system exists on the same IP subnet as the primary system that a Netlink Node license is not required. As the P Commands and SMDR are output from the Primary Netlink system, that is the only system that needs to have a license installed on it. Where MyCalls Call Centre is used the agents can be distributed amongst the Enterprise, regardless of if they are connecting to a Primary of Secondary system.

Step by step instructions are as follows:

- Install the MyCalls Server
- Install the MyCalls license on the Primary Netlink SV8100
- On the MyCalls Server, read the license from the SV8100 holding the license and register it.
- Do the config import for the Primary Netlink system

Scenario 6 – MyCalls Call Centre and Enterprise (Non-Netlink)

When MyCalls Call Centre is used in a Non Netlink configuration then the procedure for installing MyCalls is no different and can be used in any of the installations scenarios 1-4. The main difference to the whole setup is how the Call Centre licensing works. For each call centre on each PBX that exists, there should be a MyCalls Call Centre license for the appropriate number of agents.

- Install MyCalls and configure MyCalls Enterprise as required
- Install the MyCalls Enterprise and MyCalls Call Centre licenses on the SV8100 that will hold the license.
- On the MyCalls Server, read the license from the SV8100 holding the license and register it.
- Install the license that will enable SMDR and P Commands on all of the other SV8100's that are part of the enterprise.

Scenario 7 – MyCalls Call Recorder and Enterprise

Call recorders can be used in any of the scenarios 1-6 and the same licensing rules apply. When ever a call recorder is used within an enterprise, then the call recorder license will need to need to be installed onto the SV8100 that is holding the Enterprise license. As the physical call recorder need to be connected in line with the trunks then a PC will need

Using MyCalls with SQL 2005

By default, MyCalls comes with SQL Express 2005. SQL Express 2005 will store up to approximately 16,000,000 call records. Once with limit has been reached it will be necessary to purge historic data from MyCalls. With SQL 2005, there are no limits on the amount of data that can be stored. SQL 2005 is therefore ideal for organisations that have the requirement to store over 16,000,000 calls within MyCalls.

It is also possible to install the MyCalls database into an existing SQL Server environment. For example, if a customer asks you to install MyCalls onto a PC that already has SQL 2005 on, you can install MyCalls, asking it to create its own database within the SQL2005 server. You will require a username and password from the administrator of the SQL Server, the account should have administrator privileges.

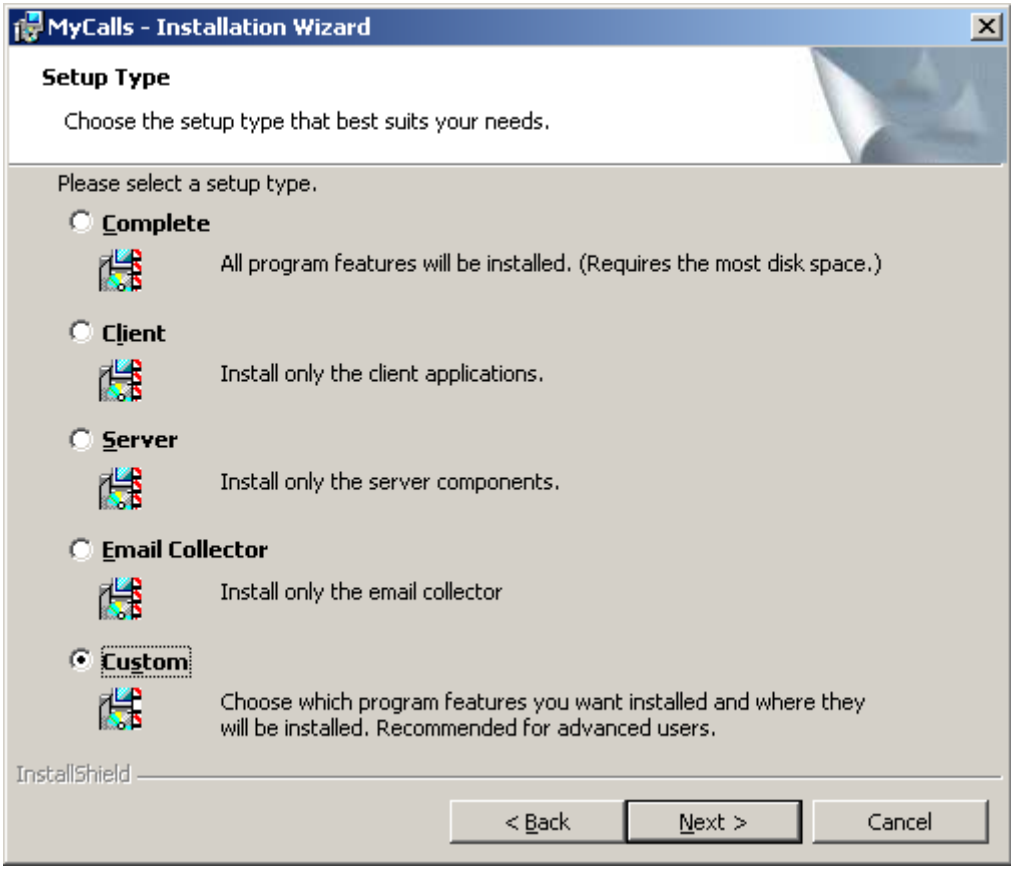
MyCalls and the MyCalls database can actually reside on different PC's or on the same PC. Both installation scenarios are described in this section of the manual.

Note, it is not possible to install MyCalls 1.6 or greater onto a SQL 2000 Server.

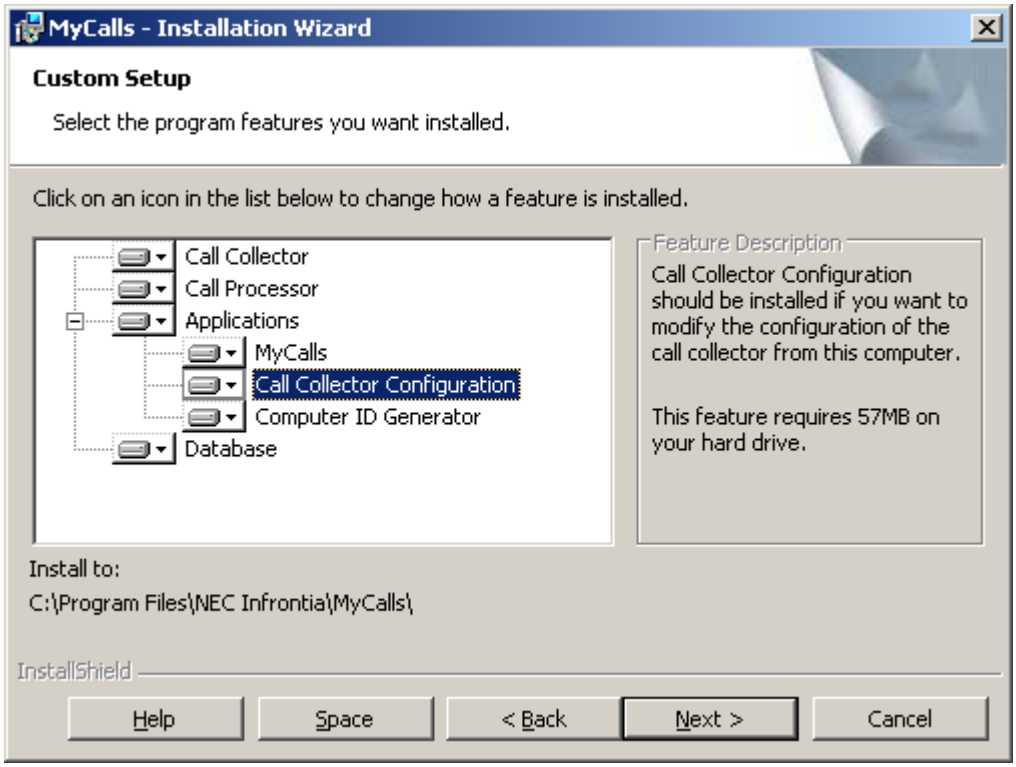
Installing the MyCalls and the MyCalls Database on a SQL 2005 Server

This documentation explains the installation procedure for setting up MyCalls onto a PC that will use SQL 2005 for its data storage.

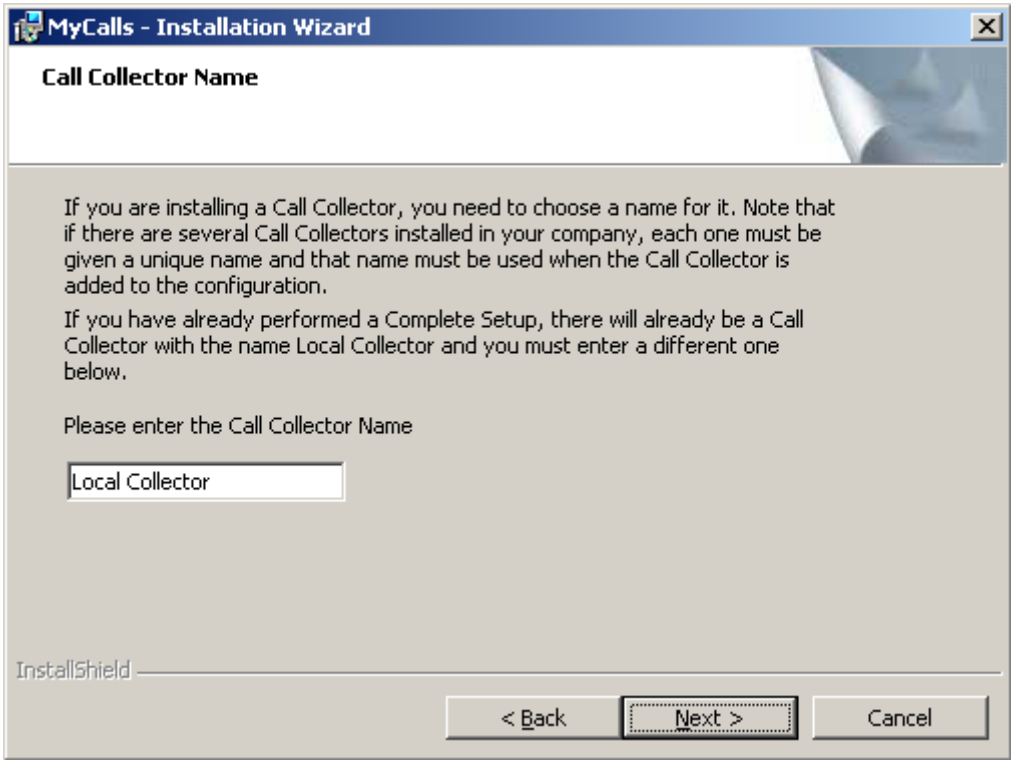
Start the MyCalls installation wizard, from the installation type screen, choose a custom installation type.


MyCalls - Installation Wizard
Setup Type
Choose the setup type that best suits your needs.
Please select a setup type.
Complete
All program features will be installed. (Requires the most disk space.)
Client
Install only the client applications.
Server
Install only the server components.
Email Collector
Install only the email collector
Custom
Choose which program features you want installed and where they will be installed. Recommended for advanced users.
InstallShield
< Back
Next >
Cancel

From the list of components, make sure everything is selected and click next.

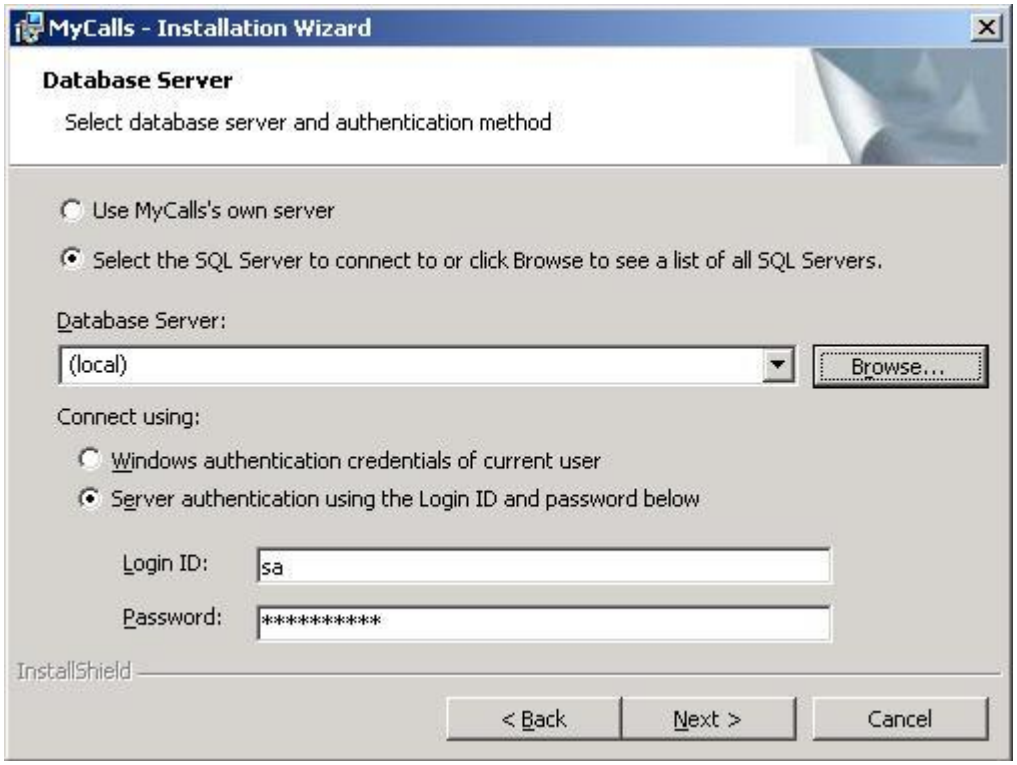

MyCalls - Installation Wizard
Custom Setup
Select the program features you want installed.
Click on an icon in the list below to change how a feature is installed.
Call Collector
Call Processor
Applications
MyCalls
Call Collector Configuration
Computer ID Generator
Database
Feature Description
Call Collector Configuration should be installed if you want to modify the configuration of the call collector from this computer.
This feature requires 57MB on your hard drive.
Install to:
C:\Program Files\NEC Infrontia\MyCalls\
InstallShield
Help
Space
< Back
Next >
Cancel

At the collector screen, leave the name as Local Collector and click next.

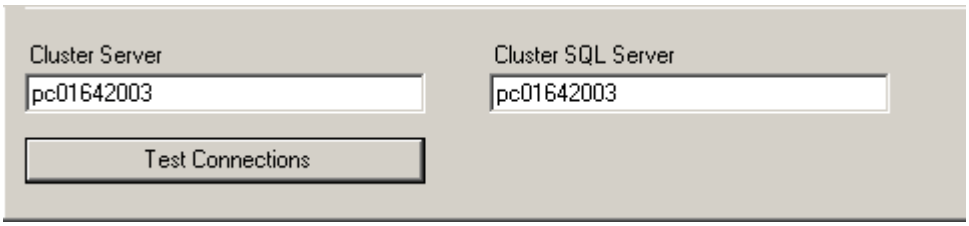

MyCalls - Installation Wizard
Call Collector Name
If you are installing a Call Collector, you need to choose a name for it. Note that if there are several Call Collectors installed in your company, each one must be given a unique name and that name must be used when the Call Collector is added to the configuration.
If you have already performed a Complete Setup, there will already be a Call Collector with the name Local Collector and you must enter a different one below.
Please enter the Call Collector Name
Local Collector
InstallShield
< Back
Next >
Cancel

At the database server screen, select the option to 'Select the SQL Server to connect to or click Browse to see a list of all SQL Servers.' Click the Browse button and select the database server from the list provided. If the database if going to be installed on to a default instance on the SQL server then you should select (local) from the list of database servers. If the database if going to be installed on to a 'named instance' then you should select (local)*instancename*, where *instancename* is the name of the database instance.

Then choose the option to connect using Server authentication using the Login ID and password below. Enter an appropriate login ID and password which will allow you to connect to the SQL Server.



Click next to continue and complete the installation as normal. Once the installation has finished, you should install the MyCalls Enterprise license. This installation can now be treated as a normal MyCalls setup. The only difference will come when configuring Node Cluster Clients and Group Cluster Clients, you must specify the correct Cluster SQL Server in the toolkit. If a default instance of the MyCalls database was installed then you should just enter the PC name of the Cluster SQL Server PC. If the MyCalls Database was installed into a default instance, you should enter Cluster SQL Server PC name. If the MyCalls database was installed into a named instance, you should enter the PC name)*instancename*, where *instancename* is the name of the database instance.



The Cluster Server will always be the PC elected as the cluster server.

Installing MyCalls and The MyCalls Database on Separate PC's

It may be a requirement to install MyCalls and the MyCalls database on separate PC's. If there is a PC that is used as a corporate SQL Server running several instances of SQL database, then it might be worth keeping the MyCalls application on a separate server. To carry out an installation of this type, the first part of this process would be to install the MyCalls Database on the SQL server.

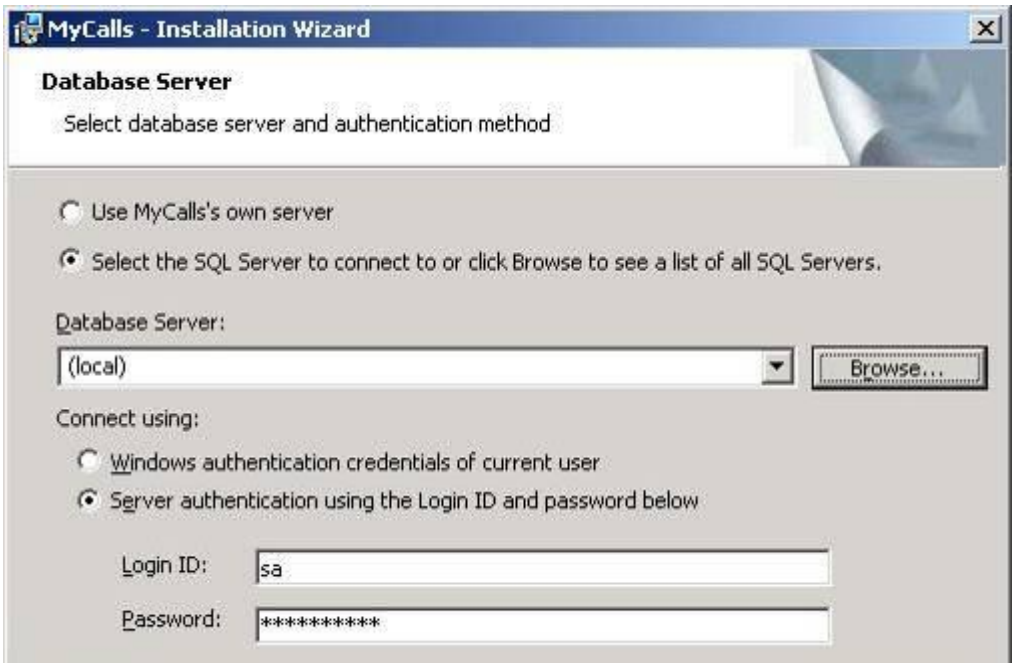
Installing the MyCalls Database

Start the MyCalls installation wizard as normal and choose a custom installation type. When asked which components to install select to only install the database component and click next

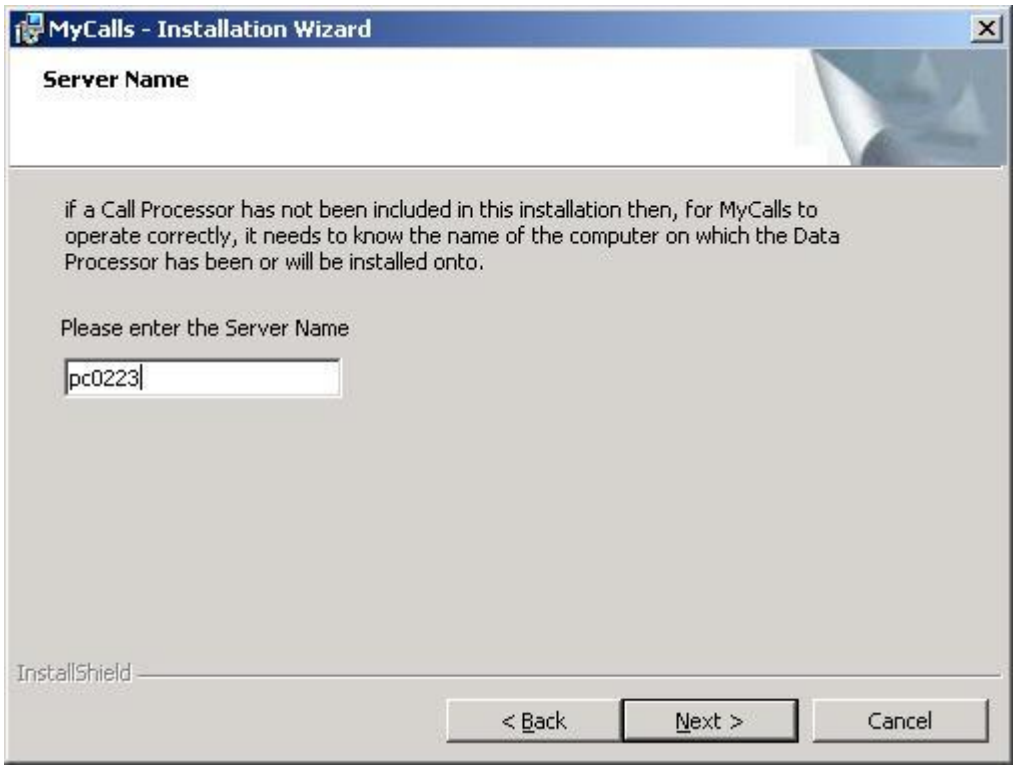
Select the program features you want installed.
Click on an icon in the list below to change how a feature is installed.
Call Collector
Call Processor
Applications
MyCalls
Call Collector Configuration
Computer ID Generator
Database
Feature Description
This option allows you to selectively install the client applications.
This feature requires 0KB on your hard drive. It has 0 of 3 subfeatures selected. The subfeatures require 19MB on

At the database server screen, select the option to 'Select the SQL Server to connect to or click Browse to see a list of all SQL Servers.' Click the Browse button and select the database server from the list provided. If the database if going to be installed on to a default instance on the SQL server then you should select (local) from the list of database servers. If the database if going to be installed on to a named instance then you should select (local)*instancename*, where *instancename* is the name of the database instance.

Then choose the option to connect using Server authentication using the Login ID and password below. Enter an appropriate login ID and password which will allow you to connect to the SQL Server.


MyCalls - Installation Wizard
Database Server
Select database server and authentication method
Use MyCalls's own server
Select the SQL Server to connect to or click Browse to see a list of all SQL Servers.
Database Server:
(local)
Browse...
Connect using:
Windows authentication credentials of current user
Server authentication using the Login ID and password below
Login ID:
sa
Password:
****

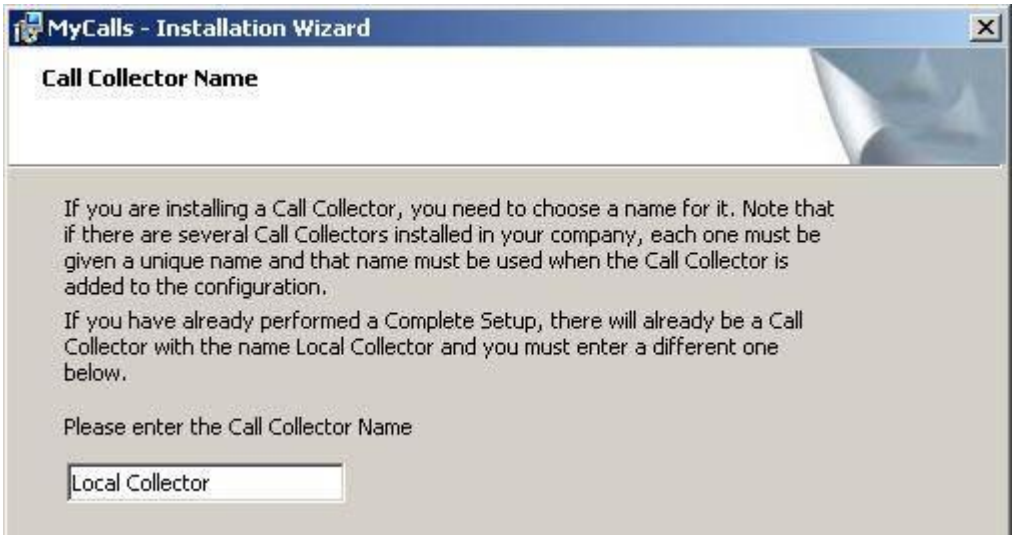
Click next until you are prompted to enter a server name. The server name will be the PC name of the computer that will have MyCalls installed on. Enter the name and click next.


MyCalls - Installation Wizard
Server Name
if a Call Processor has not been included in this installation then, for MyCalls to operate correctly, it needs to know the name of the computer on which the Data Processor has been or will be installed onto.
Please enter the Server Name
pc0223
InstallShield
< Back
Next >
Cancel

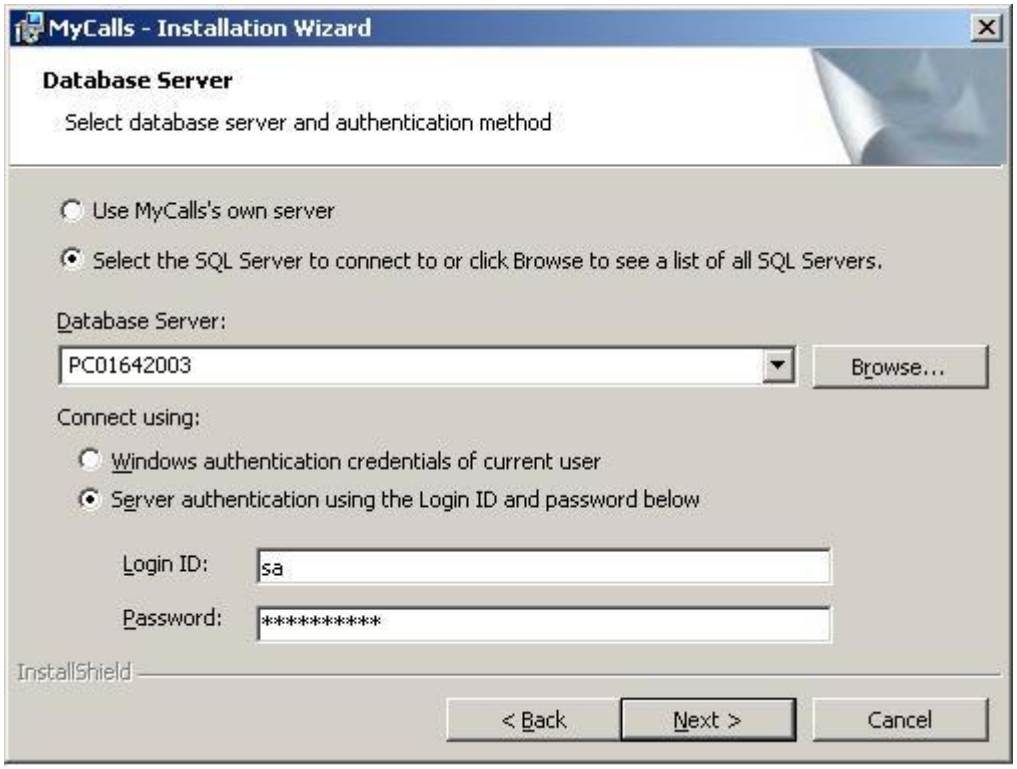
The MyCalls database will be installed and ready for use. On the PC that will be the MyCalls server, start the MyCalls installation and choose a custom installation type. Choose to install all components except for the Database.

MyCalls - Installation Wizard
Custom Setup
Select the program features you want installed.
Click on an icon in the list below to change how a feature is installed.
Call Collector
Call Processor
Applications
MyCalls
Call Collector Configuration
Computer ID Generator
Database
Feature Description
This option allows you to install the database. You would normally install the database on the same machine as the Call Processor.
This feature requires 19MB on your hard drive.
Install to:
InstallShield
Help
Space
< Back
Next >
Cancel

At the Call Collector Name prompt DO NOT change the name from local collector and click next.


MyCalls - Installation Wizard
Call Collector Name
If you are installing a Call Collector, you need to choose a name for it. Note that if there are several Call Collectors installed in your company, each one must be given a unique name and that name must be used when the Call Collector is added to the configuration.
If you have already performed a Complete Setup, there will already be a Call Collector with the name Local Collector and you must enter a different one below.
Please enter the Call Collector Name
Local Collector

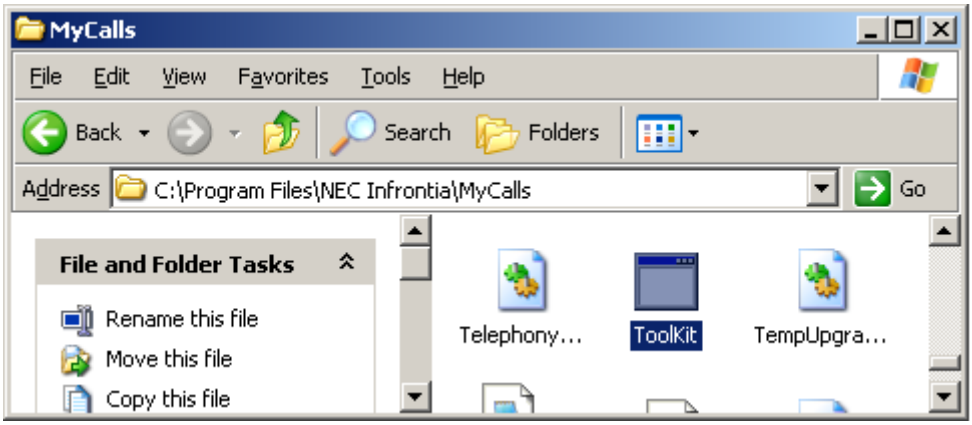
At the database configuration screen, choose to Select the SQL Server and click browse. When you click browse, select the PC name that the MyCalls Database is installed on. If the MyCalls database was installed into a named instance, then select the PC name followed by *instancename*. Once the database server is selected, then select Server authentication and enter an appropriate login ID and password. Click next and complete the installation wizard



Once the installation has completed you can do the config import and you will up and running.

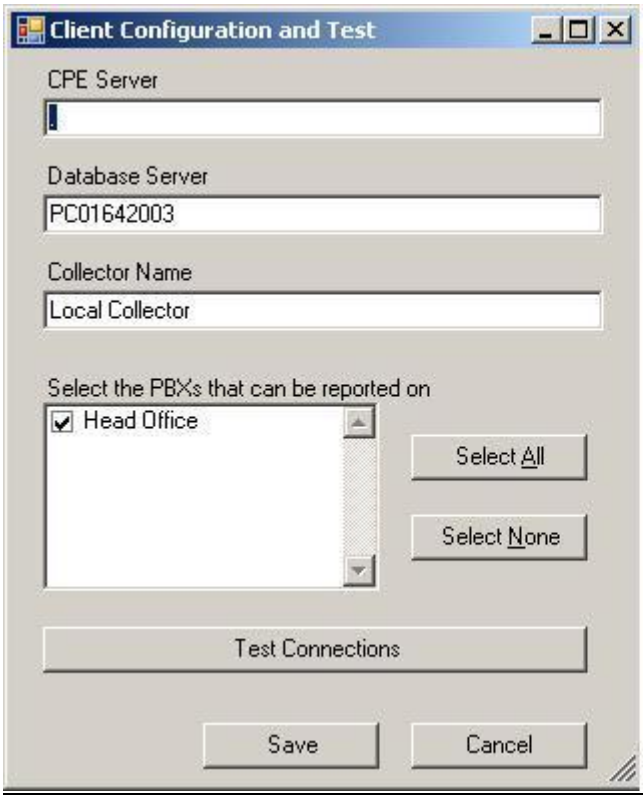
Testing The Connection to the MyCalls Database

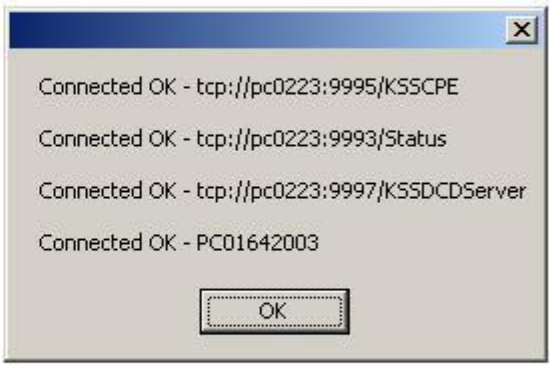
To test the connection to the MyCalls Database, start the toolkit application from c:\program files\necinfrontia\MyCalls folder.



When the toolkit loads, click on Configuration and test from the client menu.

The client and configuration and test screen will load. Click the Test Connections button and MyCalls will verify if it can connect its services. If the Database server name has been incorrectly entered, you can change it in here.





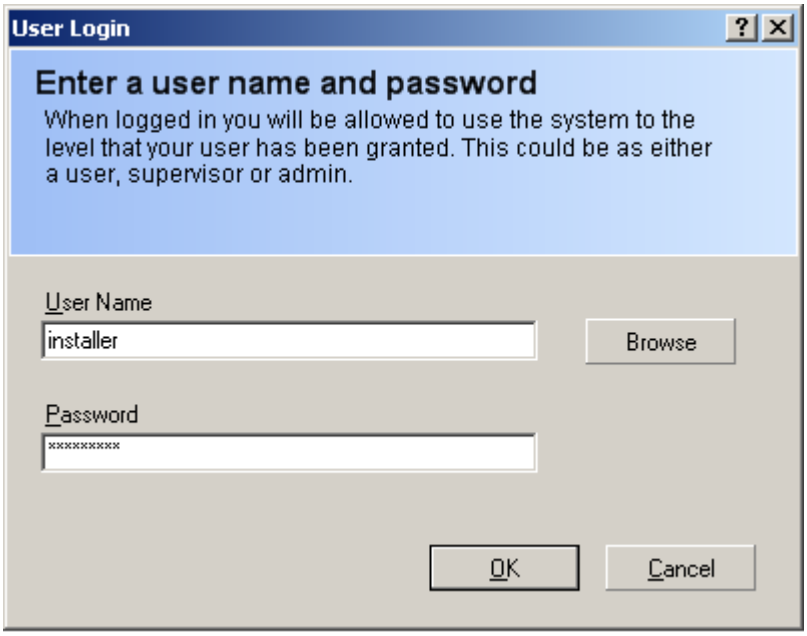
Collector Configuration Application

The Collector Configuration Application can be used to edit connections to PBX's, for example if the IP address of a PBX has changed, you can update the MyCalls configuration to reflect this change. Usually this would be done using the Configuration Import tool however the Collector Configuration Application can be used also.

The following procedures can be used to manually add a PBX into a MyCalls installation. You should only really need to do this when it is not possible to use the config import tool. Before adding a PBX, make sure the relevant outputs are programmed correctly on the PBX.

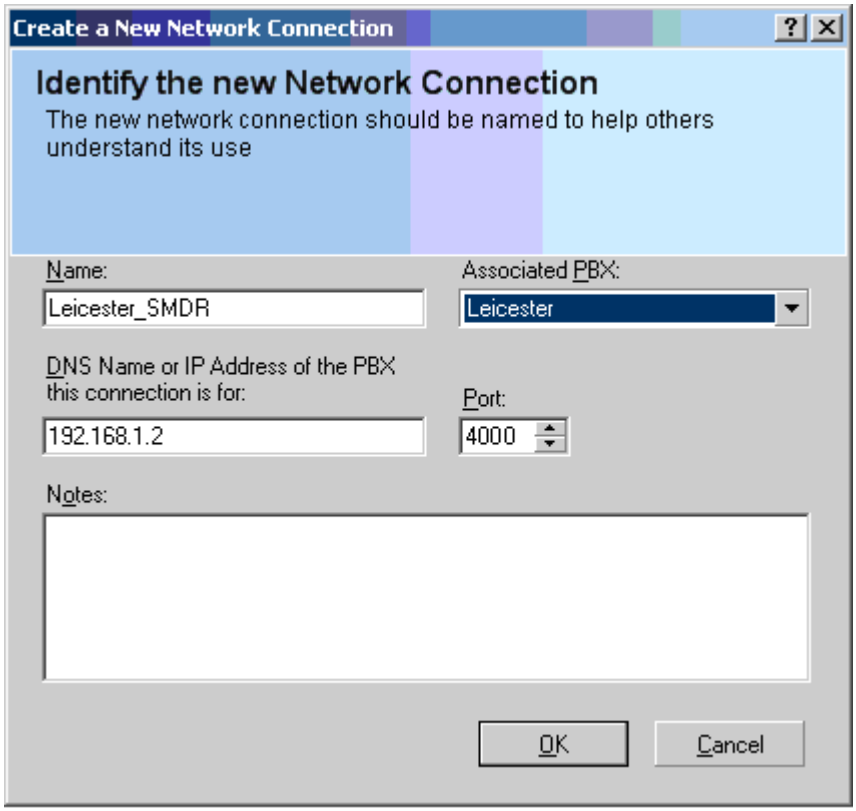
Adding an SV8100 or Aspire.

When adding an Aspire, you will need to create two connections, one for P Events and one for SMDR. From the Start/Programs/NEC Infrontia/MyCalls/ menu launch the Collector Configuration application. At the login prompt, enter the User name 'installer' and password 'Installer' note: the password has a capital 'I.'

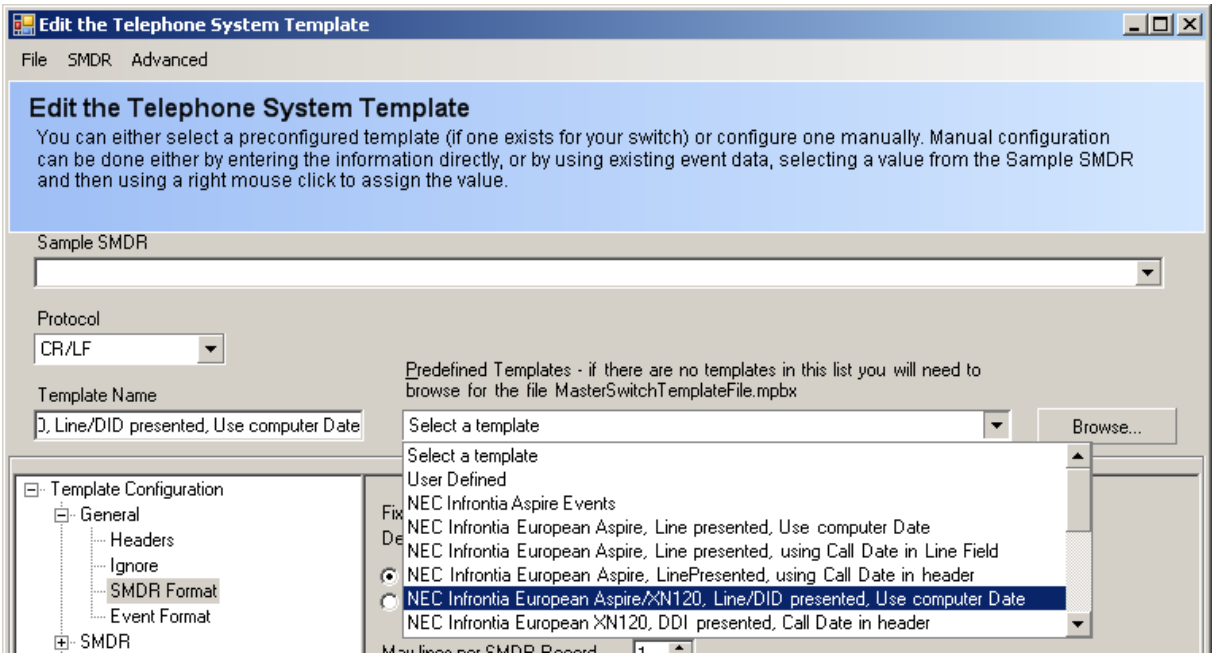

User Login
Enter a user name and password
When logged in you will be allowed to use the system to the level that your user has been granted. This could be as either a user, supervisor or admin.
User Name
installer
Browse
Password
****
OK
Cancel

Expand Collectors / Local Collector / Network Connections and click 'Create a New Network Connection.'

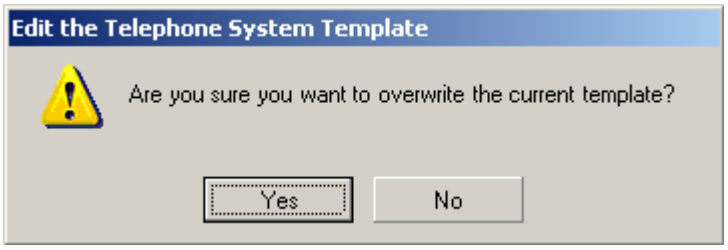
The first connection will be used for SMDR, so enter a meaningful name describing the PBX and the connection type. From the Associated PBX drop down menu, select the PBX you are configuring. Enter the IP Address for the PBX and the port number for the connection. Once you have configured each of the options, click OK.



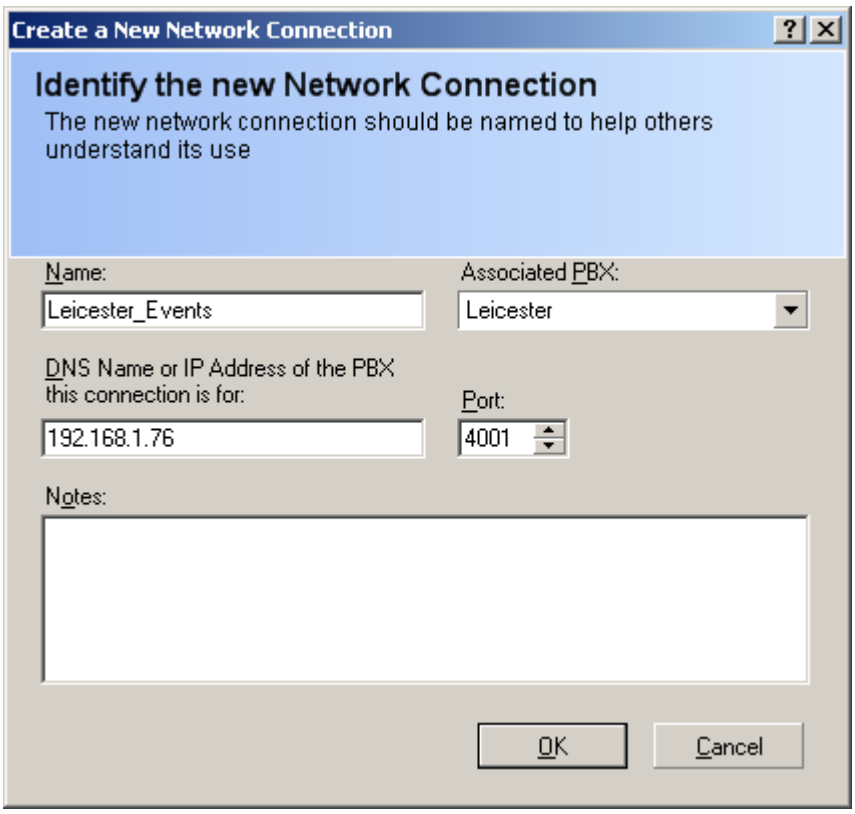
Locate the connection that you have just created and click on 'Edit Telephone System Template.' From the drop down menu select 'NEC Infrontia European Aspire/XN120, Line/DID presented, Use Computer Date' from the drop down menu.


Edit the Telephone System Template
File SMDR Advanced
Edit the Telephone System Template
You can either select a preconfigured template (if one exists for your switch) or configure one manually. Manual configuration can be done either by entering the information directly, or by using existing event data, selecting a value from the Sample SMDR and then using a right mouse click to assign the value.
Sample SMDR
Protocol
CR/LF
Template Name
D, Line/DID presented, Use computer Date
Predefined Templates - if there are no templates in this list you will need to browse for the file MasterSwitchTemplateFile.mpbx
Select a template
Browse...
Select a template
User Defined
NEC Infrontia Aspire Events
NEC Infrontia European Aspire, Line presented, Use computer Date
NEC Infrontia European Aspire, Line presented, using Call Date in Line Field
NEC Infrontia European Aspire, LinePresented, using Call Date in header
NEC Infrontia European Aspire/XN120, Line/DID presented, Use computer Date
NEC Infrontia European XN120, DDI presented, Call Date in header
Template Configuration
General
Headers
Ignore
SMDR Format
Event Format
SMDR

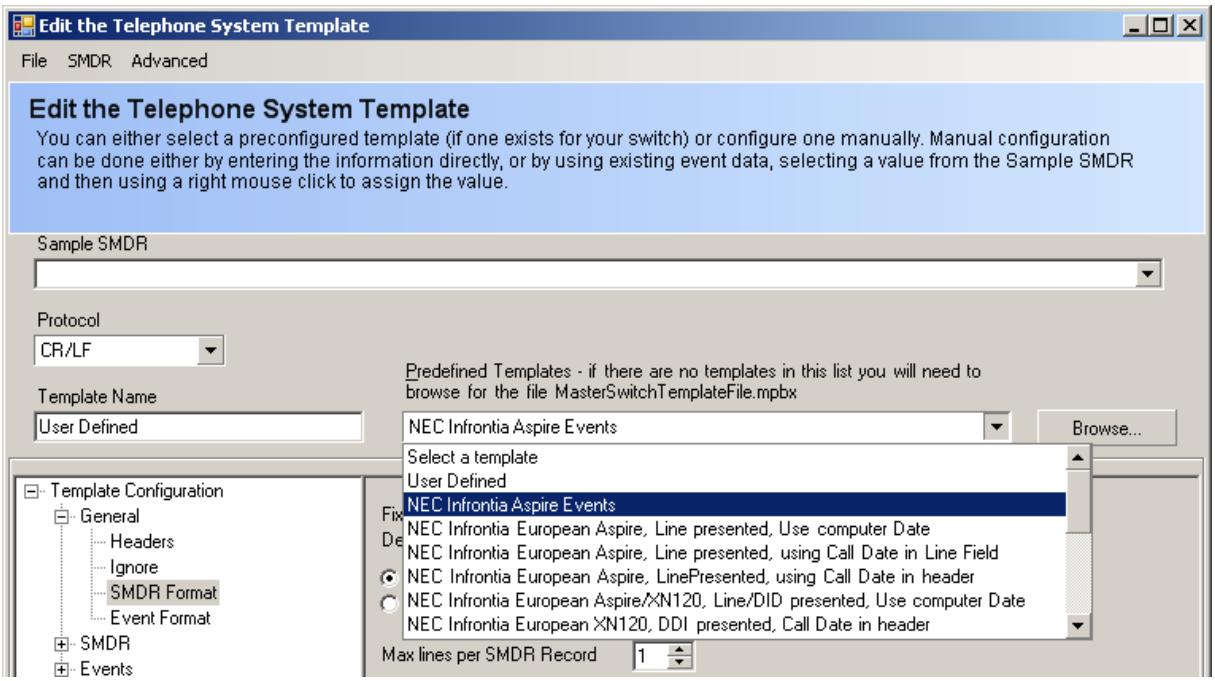
You will be ask if you wish to overwrite the current template, click yes and then OK.



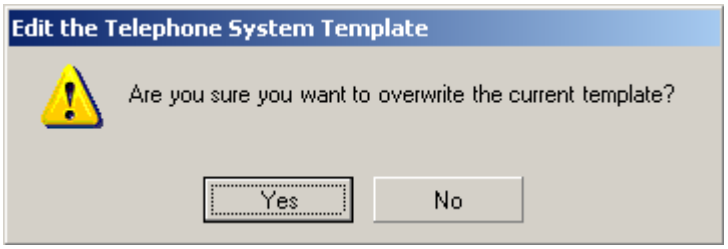
The connection for the SMDR has now been created. There is a similar procedure for creating a connection to the P Events. Start by creating a connection for the P Events and giving it a meaningful name relating to the PBX and the connection type. Proceed to select the associated PBX, enter the IP address of the PBX and the port number configured for the P Events. Click OK once you have entered the required information.



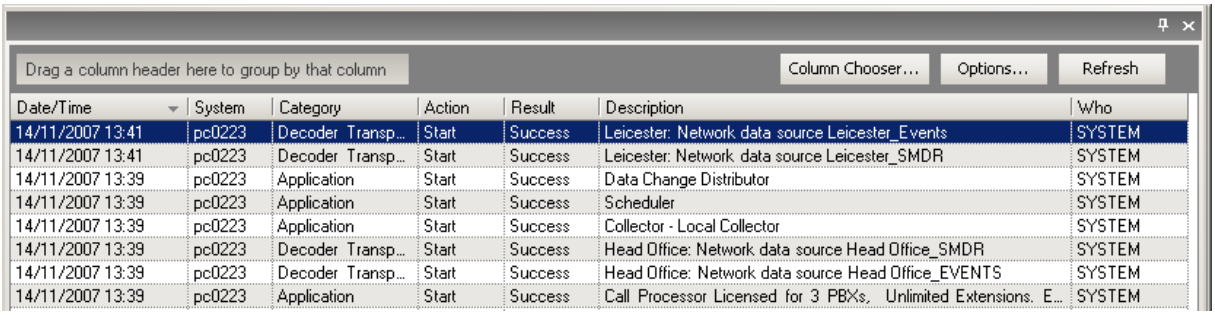
Locate the connection that you have just created and click on 'Edit Telephone System Template.' From the drop down menu select 'NEC Infrontia Aspire Events' from the drop down menu.


Edit the Telephone System Template
File SMDR Advanced
Edit the Telephone System Template
You can either select a preconfigured template (if one exists for your switch) or configure one manually. Manual configuration can be done either by entering the information directly, or by using existing event data, selecting a value from the Sample SMDR and then using a right mouse click to assign the value.
Sample SMDR
Protocol
CR/LF
Predefined Templates - if there are no templates in this list you will need to browse for the file MasterSwitchTemplateFile.mpbx
Template Name
User Defined
NEC Infrontia Aspire Events
Browse...
Select a template
User Defined
NEC Infrontia Aspire Events
NEC Infrontia European Aspire, Line presented, Use computer Date
NEC Infrontia European Aspire, Line presented, using Call Date in Line Field
NEC Infrontia European Aspire, LinePresented, using Call Date in header
NEC Infrontia European Aspire/XN120, Line/DID presented, Use computer Date
NEC Infrontia European XN120, DDI presented, Call Date in header
Template Configuration
General
Headers
Ignore
SMDR Format
Event Format
SMDR
Events
Max lines per SMDR Record
1

You will be ask if you wish to overwrite the current template, click yes and then OK.

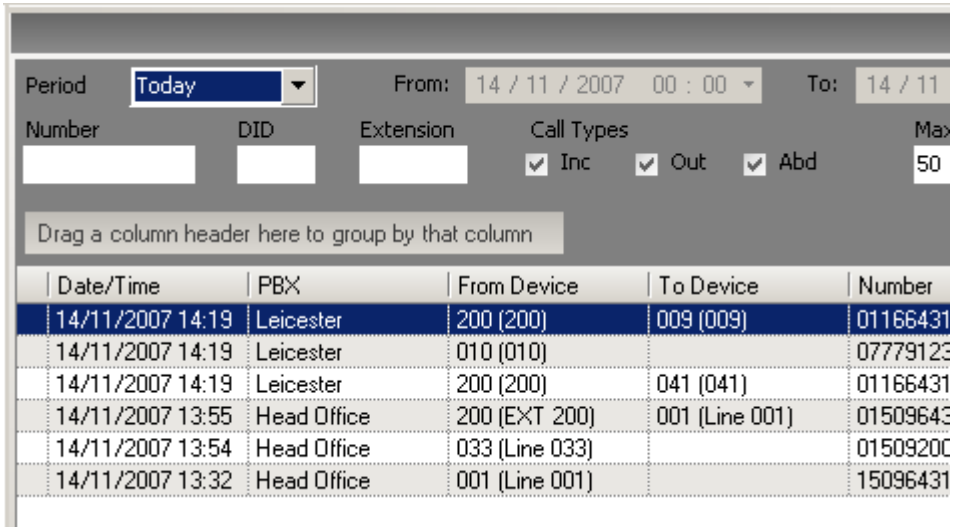


Click 'Close' to shutdown the Collector Configuration Application and start MyCalls. From the view menu select Audit Log Window.


Drag a column header here to group by that column
Column Chooser...
Options...
Refresh
Date/Time | System | Category | Action | Result | Description | Who
14/11/2007 13:41 | pc0223 | Decoder Transp... | Start | Success | Leicester: Network data source Leicester_Events | SYSTEM
14/11/2007 13:41 | pc0223 | Decoder Transp... | Start | Success | Leicester: Network data source Leicester_SMDR | SYSTEM
14/11/2007 13:39 | pc0223 | Application | Start | Success | Data Change Distributor | SYSTEM
14/11/2007 13:39 | pc0223 | Application | Start | Success | Scheduler | SYSTEM
14/11/2007 13:39 | pc0223 | Application | Start | Success | Collector - Local Collector | SYSTEM
14/11/2007 13:39 | pc0223 | Decoder Transp... | Start | Success | Head Office: Network data source Head Office_SMDR | SYSTEM
14/11/2007 13:39 | pc0223 | Decoder Transp... | Start | Success | Head Office: Network data source Head Office_EVENTS | SYSTEM
14/11/2007 13:39 | pc0223 | Application | Start | Success | Call Processor Licensed for 3 PBXs, Unlimited Extensions. E... | SYSTEM

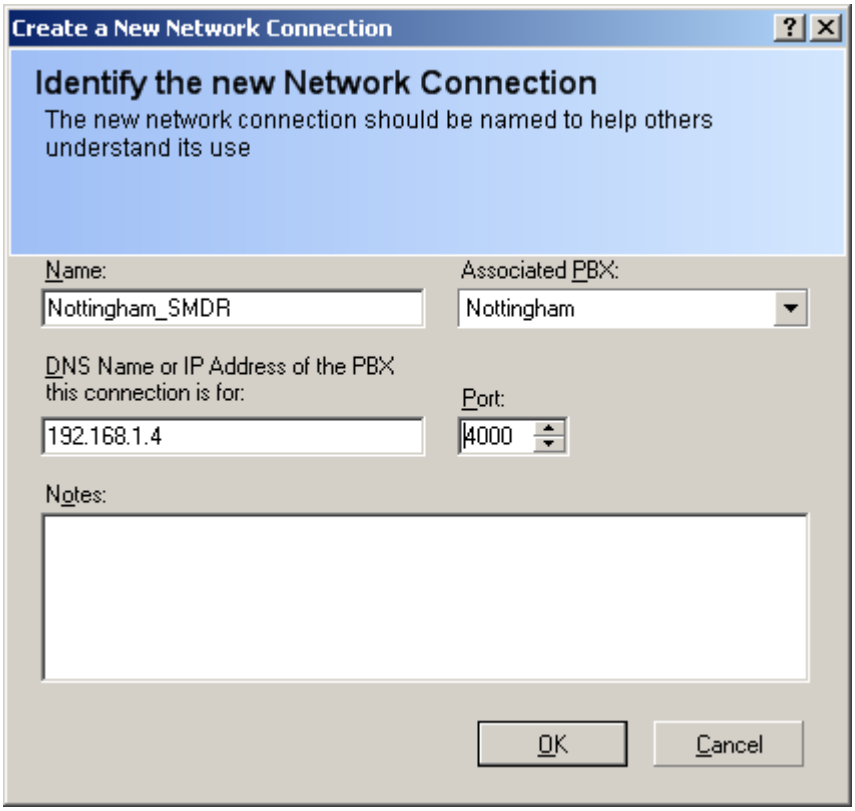
Review the audit log and make sure the connections that were created have started successfully. If they do not start check the PBX programming and review the IP address and port numbers entered in the collector configuration application.

Once the connections are successfully created, you should see calls from the newly added PBX in the call records view.

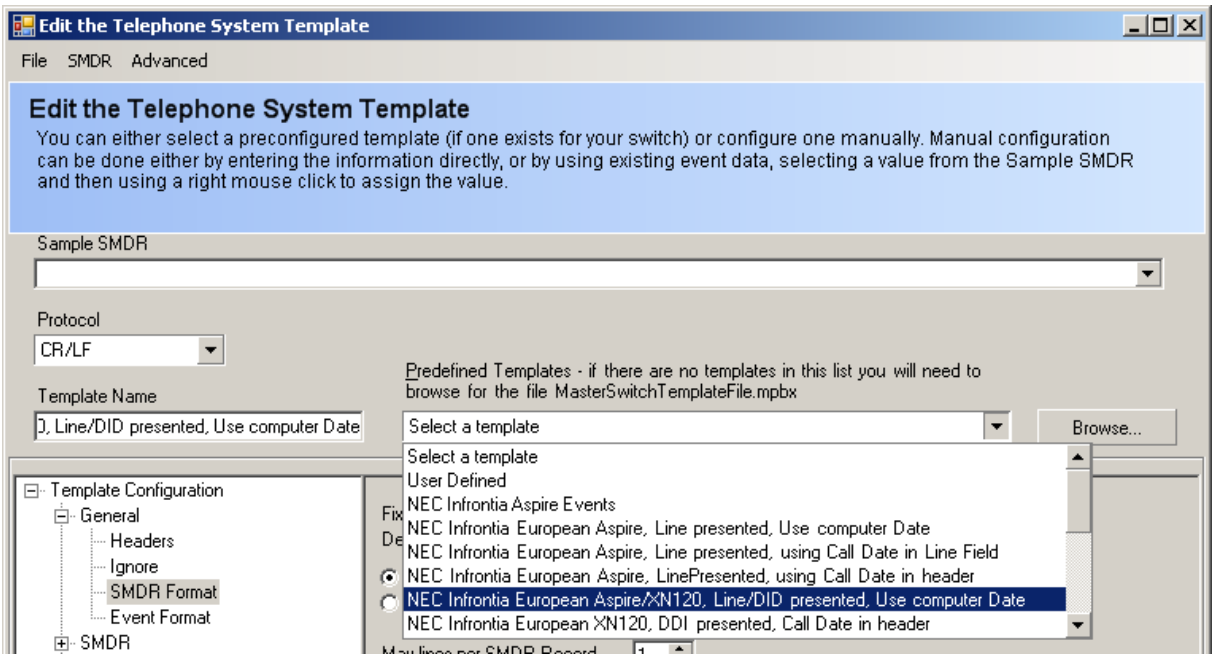


Adding an XN120

Adding an XN120 using the collector configuration application is very similar to adding an Aspire. The only difference being the XN120 does not have a connection for P Events. Load the collector configuration application. Under Collectors / Local Collector / Network Connection click on 'Create a New Network Connection.' Give the connection a meaningful name, select the associated PBX, enter the IP Address of the PBX and enter the port number for the SMDR. Once all the information has been entered click OK.

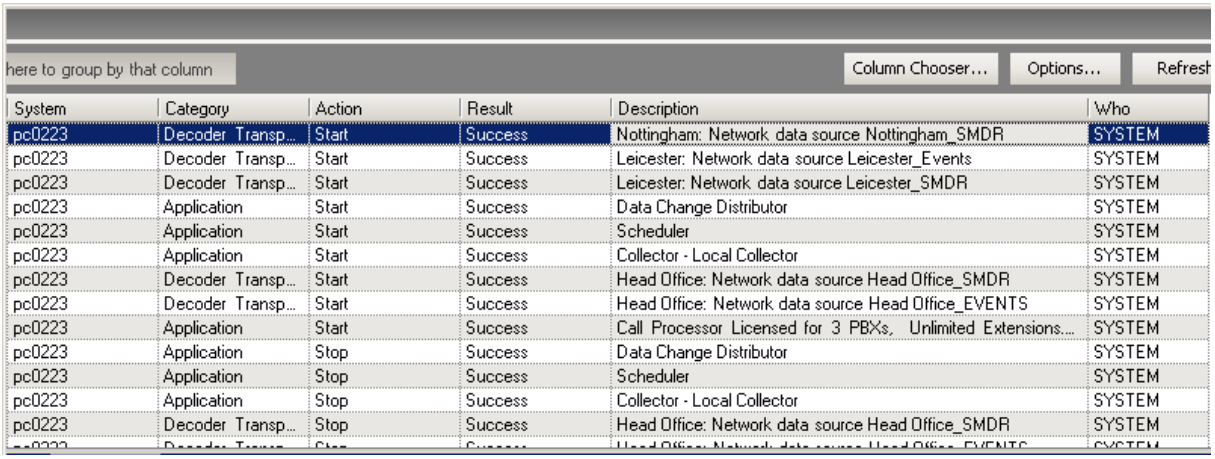


Select the connection that you have just created and click 'Edit Telephone System Template.' From the drop down menu under Predefined Templates, select 'NEC Infrontia European Aspire/XN120, Line/DID presented, Use Computer Date.'


Edit the Telephone System Template
File SMDR Advanced
Edit the Telephone System Template
You can either select a preconfigured template (if one exists for your switch) or configure one manually. Manual configuration can be done either by entering the information directly, or by using existing event data, selecting a value from the Sample SMDR and then using a right mouse click to assign the value.
Sample SMDR
Protocol
CR/LF
Predefined Templates - if there are no templates in this list you will need to browse for the file MasterSwitchTemplateFile.mpbx
Template Name
Select a template
Browse...
Select a template
User Defined
NEC Infrontia Aspire Events
NEC Infrontia European Aspire, Line presented, Use computer Date
NEC Infrontia European Aspire, Line presented, using Call Date in Line Field
NEC Infrontia European Aspire, LinePresented, using Call Date in header
NEC Infrontia European Aspire/XN120, Line/DID presented, Use computer Date
NEC Infrontia European XN120, DDI presented, Call Date in header
Template Configuration
General
Headers
Ignore
SMDR Format
Event Format
SMDR

When prompted, choose to overwrite the current template then click OK to save the changes. Close the Collector configuration application when you have finished.

Look in the MyCalls Audit log and you will see if the connection to the new PBX was successful or not.



System	Category	Action	Result	Description	Who
pc0223	Decoder Transp...	Start	Success	Nottingham: Network data source Nottingham_SMDR	SYSTEM
pc0223	Decoder Transp...	Start	Success	Leicester: Network data source Leicester_Events	SYSTEM
pc0223	Decoder Transp...	Start	Success	Leicester: Network data source Leicester_SMDR	SYSTEM
pc0223	Application	Start	Success	Data Change Distributor	SYSTEM
pc0223	Application	Start	Success	Scheduler	SYSTEM
pc0223	Application	Start	Success	Collector - Local Collector	SYSTEM
pc0223	Decoder Transp...	Start	Success	Head Office: Network data source Head Office_SMDR	SYSTEM
pc0223	Decoder Transp...	Start	Success	Head Office: Network data source Head Office_EVENTS	SYSTEM
pc0223	Application	Start	Success	Call Processor Licensed for 3 PBXs, Unlimited Extensions....	SYSTEM
pc0223	Application	Stop	Success	Data Change Distributor	SYSTEM
pc0223	Application	Stop	Success	Scheduler	SYSTEM
pc0223	Application	Stop	Success	Collector - Local Collector	SYSTEM
pc0223	Decoder Transp...	Stop	Success	Head Office: Network data source Head Office_SMDR	SYSTEM

Any new calls will appear in the call records view.

Date/Time	PBX	From Device	To Device	Number	User	Location
14/11/2007 14:58	Nottingham	200 (200)	010 (010)		None	
14/11/2007 14:58	Nottingham	200 (200)	009 (009)		None	
14/11/2007 14:19	Leicester	200 (200)	009 (009)	0116643133	None	Leicester
14/11/2007 14:19	Leicester	010 (010)		07779123456	None	Mobile Phones (Orange...
14/11/2007 14:19	Leicester	200 (200)	041 (041)	0116643133	None	Leicester
14/11/2007 13:55	Head Office	200 (EXT 200)	001 (Line 001)	01509643133	None	Loughborough
14/11/2007 13:54	Head Office	033 (Line 033)		01509200	None	Loughborough
14/11/2007 13:32	Head Office	001 (Line 001)		1509643100	None	Loughborough

Using MyCalls Enterprise

Real Time Windows

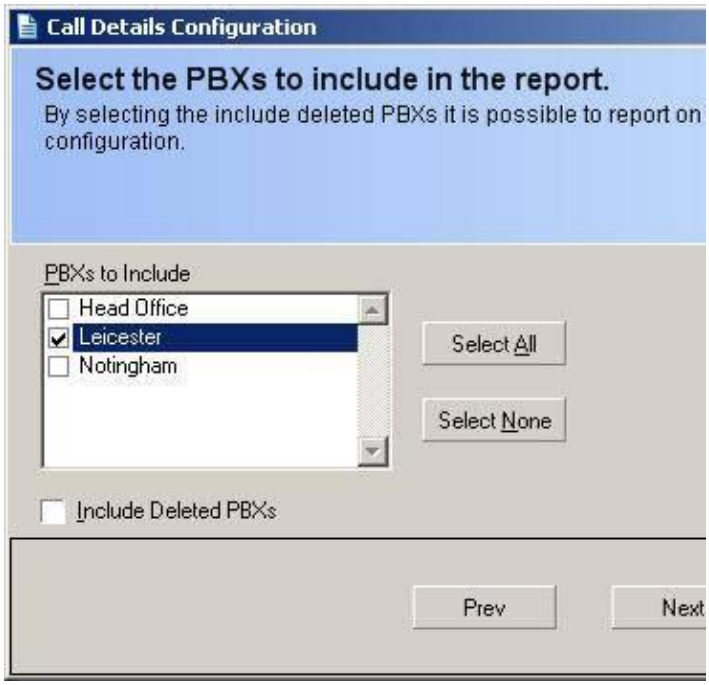
When creating real time windows, you can select which PBX's they will be for. If you are in a clustered mode, you will only be able to create real time windows for PBX's you have checked statistics for in the toolkit.

Reporting - Non Clustering Mode

When a report is run, by default information will appear for all devices regardless of which PBX they were made from. If there was an extension 200 at each site and you run a report against extension 200, it would show stats for every extension 200. To report specifically against one PBX, you have to filter the report against a PBX. When editing the report configuration, check the PBX's box.

Call Details Configuration
Specify the devices to filter the report to
The report can filter the results to only include calls that match selected criteria, such a
were handled by Extension Group, "Sales". Select the types thay you wish to filter the r
filtering will be configured later in the wizard depending on what you select. If you do n
results to a certain type of device then do not not select that option.
Account Codes/Groups
Callers/Groups
Call Types
Trunks/Groups
DIDs/Groups
Pilot Numbers/Groups
Extensions/Groups
PBXs
Users/Organisation Groups
Dialed/Received Numbers
Costing Types
Call Durations
Prev
Next
Finish

Once you have selected to filter by a PBX you can choose which PBX's to include in the report.



Reporting - Clustering Mode

A cluster server should be able to report against all PBX's that have been selected for reporting in the toolkit clustering configuration. Node cluster clients will only report against their directly connected PBX's.

Users

When users are created, they are not tied to a PBX. Each PBX or user of MyCalls should have their own user name and password to login to MyCalls with. There are two reasons for this, each user in MyCalls has their own set of layouts. If a user logs onto MyCalls at a head office PBX and then a PBX that cannot see the head office, the layout will fail to load. The other reason for creating users is for security to stop unauthorised users logging on.

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